

---

# **Research Report**

---

## **Massachusetts Department of Public Health Nursing Home Satisfaction Program Survey Administration and Reporting**

**2009 – 2010 Executive Summary**

**Date: March 2010**

**Massachusetts Department of Public Health**  
Division of Health Care Quality  
99 Chauncy Street  
Boston, Massachusetts 02111

**Market Decisions, LLC**  
75 Washington Avenue  
Suite 206  
Portland, Maine 04101

---

## **Table of Contents**

<b>I. Summary .....</b>	<b>1</b>
<b>II. Background and Survey Development .....</b>	<b>2</b>
<b>III. Survey Methodology .....</b>	<b>4</b>
<b>IV. Comparison Groups .....</b>	<b>5</b>
<b>V. Interpreting Statistical Differences between Satisfaction Scores .....</b>	<b>6</b>
<b>VI. Interpreting the Meaning of Differences between Scores.....</b>	<b>7</b>
<b>VII. Domain Scores.....</b>	<b>8</b>
<b>VIII. Overall Satisfaction Scores .....</b>	<b>17</b>
<b>IX. Individual Question Scores.....</b>	<b>24</b>
<b>X. Verbatim Comments of Respondents.....</b>	<b>31</b>

## **I. Summary**

The Division of Health Care Quality (DHCQ) of the Massachusetts Department of Public Health (DPH) is conducting a multi-year survey of responsible party satisfaction of residents in nursing homes across the Commonwealth. The 2009 Nursing Home Satisfaction Survey is the third of the surveys. The first survey was administered in 2005 and the second was administered in 2007. In all three surveys, DPH measured how satisfied responsible parties are with the personal care, services and environment of residents with stays of four weeks or longer.

The objective of the study is to provide satisfaction measures for the public and providers. It assists those interested in a nursing home placement make more informed choices. Providers and the public alike can use the data to see what improvements have been made between the three administrations of the survey. The data presented in this report is also posted on the DHCQ website.

While the survey methodology and reporting of results has remained consistent for the most part since 2005, one significant change distinguishes the 2007 and 2009 surveys from the one administered in 2005. In December 2006, the DPH promulgated an amendment to Long Term Care Regulations at 105 CMR 150.000 requiring that all long term care facilities participate in the Nursing Home Satisfaction Survey. Participation in the 2005 survey had been voluntary.

Mandatory participation has allowed reporting of all eligible nursing homes in the Commonwealth with a commensurate increase in the number of respondents completing the survey. During the 2009 study, Massachusetts had 437 licensed nursing homes. Of these, 6 were ineligible because they served short-term stay residents only and 2 facilities that are separately licensed but operate in the same building sharing the same resources were combined to be surveyed as 1 facility. A total of 430 facilities participated in this administration of the study, 100% of the total eligible. Surveys were mailed to 34,594 responsible parties with 19,457 (60%) responding.

For the 2007 study, a total of 439 facilities participated in the study, 100% of the total eligible. Surveys were mailed to 34,830 responsible parties and 20,883 surveys were returned for a response rate of 61%. In 2005, 297 facilities participated in the study when participation was voluntary, 66% of the 449 total eligible facilities. Surveys were mailed to 25,655 responsible parties and 16,488 were returned resulting in a response rate of 64%.

A little over half of the respondents report that their resident had been in the facility for more than two years. More than three quarters of respondents visited at least once a week, usually during the day. Almost two thirds of the respondents are female. The majority are between the ages of 50-69 years old. The demographics are similar to those observed in 2007.

The survey itself provides a number of measures of satisfaction. Detailed information came from fifty-four questions classified into six domains that rated the facility staff, physical environment, activities, personal care services, food and meals and residents' personal rights as well as rating overall satisfaction and ability to meet residents' needs. A scale of 1-5, with 1 being very dissatisfied and 5 being very satisfied, is used to rate degree of satisfaction. A new item was added in 2007 asking whether the respondent would recommend the facility to a friend or family member. No additional survey changes were made in 2009.

Highlights of the 2009 results show that:

- In 2009, the statewide average score for overall satisfaction was 4.22. The statewide average score for overall satisfaction in 2007 was 4.19.
- In 2009, the statewide average score for meeting resident needs was 4.09. The average scores for meeting resident needs in 2007 was 4.06.
- In 2009, 89.3% of all respondents indicated they would recommend the facility to a friend or family member. This compares to 89.5% of responsible parties in 2007.

Overall, there were no large increases or decreases in satisfaction comparing the statewide results in 2007 and 2009. However, all of the domains with the exception of the Activities Available to Residents domain saw a small increase in 2009. While all of these increases were small, the fact that five of the six domains and two of the four overall measures saw statistically significant increases from 2007 to 2009 is an indication that responsible party satisfaction with the care nursing home residents' received has increased slightly since two years ago.

The analysis relied on a 95% confidence interval so that comparisons can be reliably made between and among results statewide, for peer groups, and for each survey administration. Likewise, comparisons can be reliably made across domain scores. This is discussed in more detail below starting on page 5.

Due to the change in survey methodology from voluntary participation in 2005 to mandatory participation starting in 2007, it is problematic to compare the statewide 2005 results with those of the other years since all nursing homes did not participate in 2005. Since the set of nursing homes are not the same, comparisons between the three years will not be made in this report.

## **II. Background and Survey Development**

For some time, the public, state leaders and industry professionals in Massachusetts have been interested in reliable data that would allow the public to compare nursing homes prior to making a selection. Legislation was introduced in the FY 2002 budget that provided: "the Division<sup>1</sup> shall develop a confidential satisfaction survey for long-term care facilities . . . of family members, guardians or other resident designees."

---

<sup>1</sup> Division refers to the Division of Health Care Quality (DHCQ) which falls under the Bureau of Health Care Safety and Quality.

In 2003, the Massachusetts Department of Public Health, Division of Health Care Quality (DHCQ), contracted with the Rutgers University Institute for Health, Health Care Policy and Aging Research (IHHPAR) and Market Decisions, a commercial research firm, to develop a survey of responsible party satisfaction with personal care services and facility operations for residents in nursing homes. The Massachusetts Senior Care Association (formerly known as the Massachusetts Extended Care Federation) and Massachusetts Aging Services Association were part of the team that reviewed and approved the work plan. Researchers developed and pilot tested survey questions and methods in late 2003 and DPH began implementing the survey in the Fall of 2004.

This systematic effort resulted in a survey based on what the public said was important to them and then fully tested and validated culminating in 2005 with the actual administration of the survey. In 2005, Market Decisions administered the first statewide survey among 16,488 responsible parties and analyzed the results. Market Decisions administered the 2007 survey to 34,830 responsible parties. The current version of the survey was administered among 34,594 responsible parties.

While DPH has conducted the 2009 survey as part of a multi-year process, the survey itself, the methodology, data analysis and reporting has remained almost the same from year to year. DPH made minor changes to improve the clarity of a particular issue. Specific goals, which have remained constant, are to:

- Measure responsible party satisfaction in Massachusetts nursing homes
- Measure satisfaction among individual domains and items for all nursing homes
- Allow for comparisons on satisfaction measures between nursing homes in Massachusetts
- Allow for comparisons between nursing homes in the same geographic region and of similar size
- Allow for comparisons of satisfaction over time for those homes that participated in 2007 and 2009

The study provides a comparison tool which can be used by the public when considering a nursing home placement and by providers to set quality improvement targets. While a number of published measures are available, these tend to evaluate nursing homes from a regulatory standpoint. The most notable tools are the Massachusetts Nursing Home Report Card (a service of DPH) and the Centers for Medicaid and Medicare Nursing Home Compare websites. DPH's research complements the other sites by asking responsible parties directly about their satisfaction and providing a reliable set of measures based on their own personal experiences. This research relies on an approach that presents the voice of the actual consumer.

As part of this research, participating nursing homes with a sufficient response rate will receive a customized report that presents results for the home and allows comparisons to statewide and peer averages. In addition, the DHCQ will make individual nursing home data available on their website<sup>2</sup> to allow comparisons of one home to another.

---

<sup>2</sup> The website is [www.mass.gov/dph/dhcq](http://www.mass.gov/dph/dhcq).

The survey's fifty-four questions that rate satisfaction of responsible parties addresses specific aspects of a nursing home's services and environment that were identified in focus groups as important to responsible parties and then confirmed in one-on-one interviews. The survey includes three measures of overall satisfaction with the nursing home. All of the questions use a five-point scale: 1 - very dissatisfied; 2 - dissatisfied; 3 - neither satisfied nor dissatisfied; 4 - satisfied; 5 - very satisfied.

The questions are organized into six domains or related topic areas as follows:

- Administrative and personal care staff
- Physical environment
- Activities
- Personal care services
- Food and meals
- Residents' personal rights

Another item was added in 2007 that asked respondents whether they would recommend the facility to a friend or family member using a Yes/No format. Issues of medical treatment were outside the scope of this study.

### **III. Survey Methodology**

All nursing homes in Massachusetts that had one or more residents with stays of four weeks or longer were included in the initial sample. The facilities provided a list of responsible parties for each resident, most often a son, daughter, or spouse, who was invited to participate in the survey. A survey packet was sent on October 16, 2009 to each responsible party who met the eligibility criteria. One week later this was followed with a reminder postcard and approximately five weeks later a second survey packet was mailed to those who did not respond initially. Follow-up telephone calls were also made to increase response rates. Data collection took place from October 16, 2009 to December 31, 2009.

Responsible parties completed a survey about their satisfaction with the facility and the supporting services provided to residents. The survey also asked questions about visitation patterns and requested some basic demographic information. In order to make comparisons among similar facilities in Massachusetts, DPH and the facilities themselves provided data on bed count and geographic location.

## **IV. Comparison Groups**

Since the meaning of the data is difficult to interpret without reference points, scores are presented by comparison or peer group.

For the purpose of making comparisons, facilities were classified into peer groups based on two key characteristics: (1) facilities in the same geographic region; and (2) facilities of similar occupied bed size counts. Peer group averages provide benchmarks that can then be compared to each other and to statewide results. Results for all peer groups are presented in the charts and tables. Please refer to Section VI on Interpreting the Meaning of Differences between Scores for more information on comparing survey results.

### **Regional Locations**

Locations for peer group comparisons are based upon Massachusetts Hospital Service Areas (HSAs). The regions are listed below and include:

West: Berkshire, Franklin, Hampden, Hampshire, and Worcester Counties

North: Essex County and northern Middlesex County

Metro: Suffolk County and parts of Middlesex and Norfolk Counties

South: Barnstable, Bristol, Dukes, Nantucket, and Plymouth Counties and parts of Norfolk County

### **Size**

Nursing home size categories for peer group comparisons are calculated from occupied bed counts provided for each facility. Size categories include: ≤60 beds, 61-80 beds, 81-100 beds, 101-140 beds, and 141+ beds.

## **V. Interpreting Statistical Differences between Satisfaction Scores**

### **How to Read This Report**

This report contains tables and figures that display scores for the six domains and three overall measures. Each domain contains a bar chart and table that displays the statewide score along with peer groups for 2009. These tables and charts are discussed in more detail below.

With one exception, all scores in this report are averages<sup>3</sup> on a scale of 1 to 5. The averages provided in this report are estimates of the actual averages, so satisfaction scores are best interpreted not as single points, but as ranges. Determination of an actual average would require surveying the entire population of responsible parties, which is not practical. For this reason, the tables show an average score and then a 95% confidence interval (CI) with statistically significant differences noted.<sup>4</sup>

### **Domain Scores**

The supporting services and environmental scores are calculated by averaging the scores on the five-point scale (with 1 being very dissatisfied and 5 being very satisfied) across all valid items within that domain. This resulted in an average domain score that ranged from 1 to 5.

A low domain score indicates a low level of satisfaction within a particular aspect of care and life, such as physical environment, while a high score indicates a high level of satisfaction. For example, a domain with a low score relative to a peer group or other domains may identify a high priority improvement opportunity. Comparing peer groups and statewide scores to one another will also allow you to recognize the areas of care and life that responsibly parties are the most and least satisfied with on average.

The tables in this report were designed so that you can see the average satisfaction scores with their upper and lower confidence intervals. A difference between domains or overall satisfaction items or across groups is considered statistically significant **if** there is no overlap in the confidence intervals. To assist with this interpretation, each table has a column labeled "Difference." If the 2009 domain score for a peer group is statistically higher than the statewide score, an up arrow (↑) will appear in the "Difference" column of the peer group. A down arrow (↓) means that the 2009 peer group score is statistically lower than the statewide score. A blank in the column indicates no statistical difference in the scores.

---

<sup>3</sup> For simplicity, the word "average" actually refers to a weighted average. A weighted average was used in determining average item and domain scores. The number of respondents who answered an item, or all relevant items in the case of a domain, was adjusted statistically to ensure that all groups of responsible parties are fairly represented in the results. All item and domain scores are presented in this report as a weighted average.

<sup>4</sup> You will see the term "Difference" and "diff" used throughout the report. The term refers to those differences that are statistically different, even if the word statistically is not present.



## **VI. Interpreting the Meaning of Differences between Scores**

The most appropriate way to interpret scores is in relation to another score. That is, comparing one domain score to another, comparing one peer group to another or comparing a score to the statewide average. The comprehensive data available in this report and on the DHCQ website also allows the public to compare the results for individual nursing homes. Likewise, nursing homes can evaluate themselves relative to their peers. The primary objective of this research is to allow such comparisons.

The majority of scores presented in this report are above a rating of 3 (neither satisfied nor dissatisfied). The obvious question is, “is a score good or bad?” It is not unusual for satisfaction scores to be skewed to the positive because respondents are generally satisfied with the personal care their relatives receive. As in past years, the 2009 survey follows the trend toward the positive. However, there is always room for improvement, especially when comparing scores in relation to one another and when evaluating individual item scores. To identify meaningful differences, readers can look at top rated items and domains and compare them to lower rated items. Looking at scores between geographic areas and size peer groups, as well as to the 2007 scores is another useful comparison.

With these considerations in mind, we note the following from the 2009 results:

- In 2009, the statewide rating of overall satisfaction was 4.22. The highest ranking domain in 2009 was the Administrative and Personal Care Staff of the Nursing Home (4.19), followed by the Physical Environment of the Nursing Home (4.12), Residents’ Personal Rights (4.10), and the Personal Care Services Provided to Residents (4.10). The lowest rated domain was the Activities Available to Residents (3.82).
- The peer groups with the highest overall satisfaction scores were those homes with ≤60 occupied beds (4.44) and homes in the South region (4.31). The peer groups with the lowest overall satisfaction scores included homes in the Metro region (4.16) and homes with 141+ occupied beds (4.17).
- Overall, there was a slight increase in satisfaction across most of the domains and overall measures from 2007 to 2009. All of the domains with the exception of the Activities Available to Residents domain saw a small increase in satisfaction in 2009.

The 2009 Massachusetts Nursing Home Satisfaction Program is the third administration of what is a multi-year effort. This data is a critical part of a nursing home’s continuous quality improvement cycle. The public can use data to aid in their selection of a nursing home. Nursing homes can identify areas for improvement and through quality improvement initiatives to better meet the needs of residents and their families.

## **VII. Domain Scores**

The following graphs and charts compare average scores by area of nursing home services and environment. They present the domain scores.

Domain scores are calculated by averaging the scores on the five-point scale across all valid items within that domain. This results in an average domain score that ranged from 1 to 5. In some cases, a responsible party may not have evaluated all the items within a domain, perhaps because it did not apply or the information was not available, resulting in differences in counts for each domain.

### **Changes in the Survey Since 2005**

Due to a change in the survey methodology from voluntary participation in 2005 to mandatory participation in 2007, the 2005 results cannot be directly compared to 2007 or 2009. The tables display the results for 2007 and 2009 because they contain tests of statistical significance, which should only be made between those two years.

### **Data Presentation**

Figure 1.1 presents the six statewide domain and overall satisfaction scores for 2007 and 2009. Figures 1.2 through 1.7 present 2009 domain scores by Peer Group. Note that Figures 1.2 through 1.7 present the 2009 results for all facilities, regardless of their participation in previous years. Also, the overall satisfaction scores are presented in Section VIII.

Figure 1.1 Statewide Domain Scores for 2007 and 2009

Figure 1.2 2009 Administrative and Personal Care Staff Domain Scores by Peer Group

Figure 1.3 2009 Physical Environment Domain Scores by Peer Group

Figure 1.4 2009 Activities Domain Scores by Peer Group

Figure 1.5 2009 Personal Care Services Domain Scores by Peer Group

Figure 1.6 2009 Food and Meals Domain Scores by Peer Group

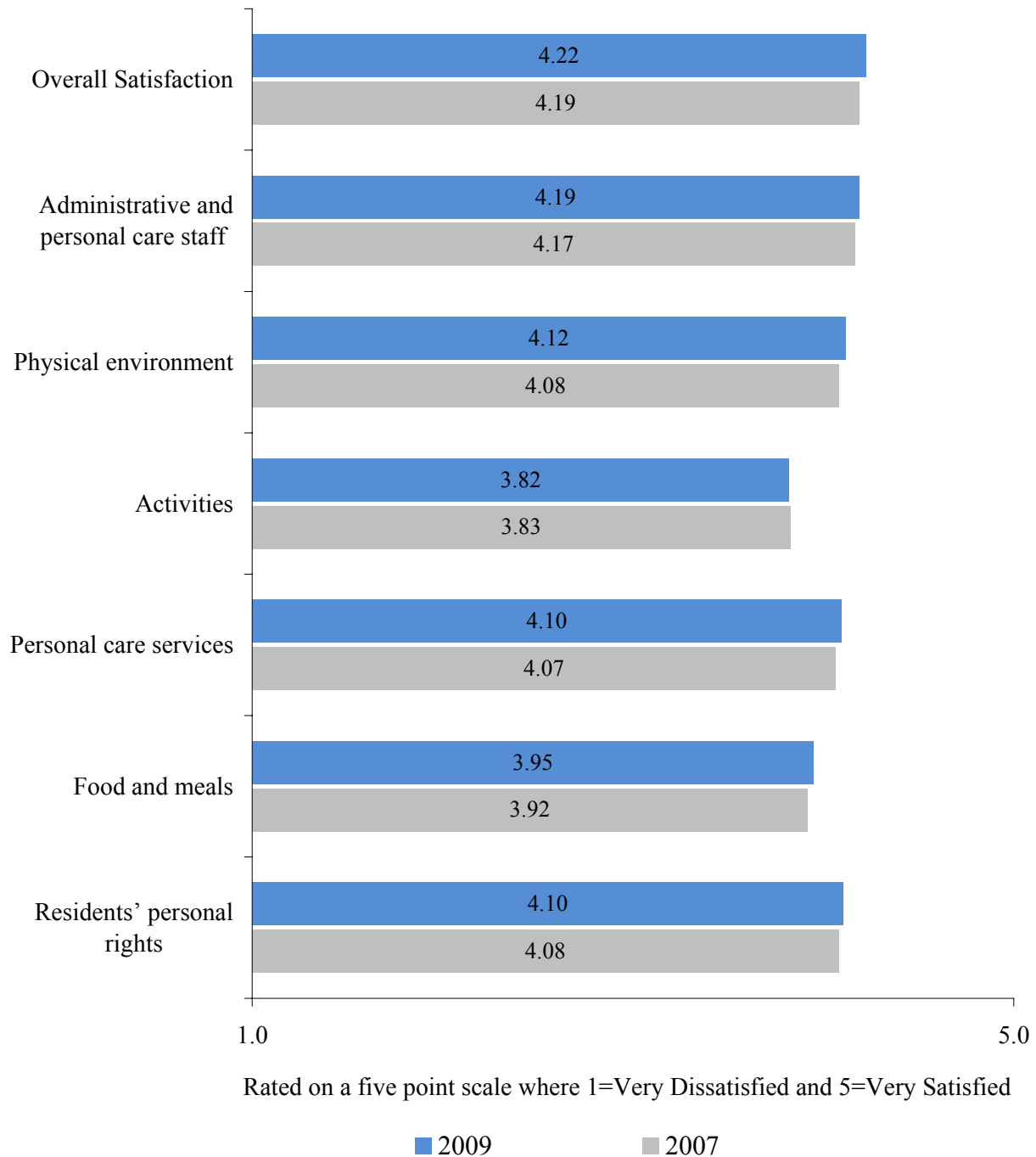
Figure 1.7 2009 Residents' Personal Rights Domain Scores by Peer Group

Table 1.1 displays the 2007 and 2009 results for the six domains and overall satisfaction score for all facilities in the state, the low and high values of the confidence interval and indicates changes in scores from 2007 to 2009. Please note that if the "Change 07-09" column of Table 1.1 is blank, it means the results indicate there has been no statistically significant change in scores from 2007 to 2009.

Tables 1.2 through 1.7 contain the statewide and peer group domain score results for 2009 including the low and high ends of the confidence interval. Differences are noted with an up arrow (↑) or down arrow (↓) and identify where a peer group is statistically higher or lower than the statewide score.

## Summary of Domain Scores

**Figure 1.1. Statewide Overall and Domain Scores for 2007-2009<sup>5</sup>**



<sup>5</sup> The scores reported by "Overall Satisfaction" represent responses to the question, overall how satisfied are you with this nursing home?"

**Table 1.1. 2007 and 2009 Statewide Domains Scores**

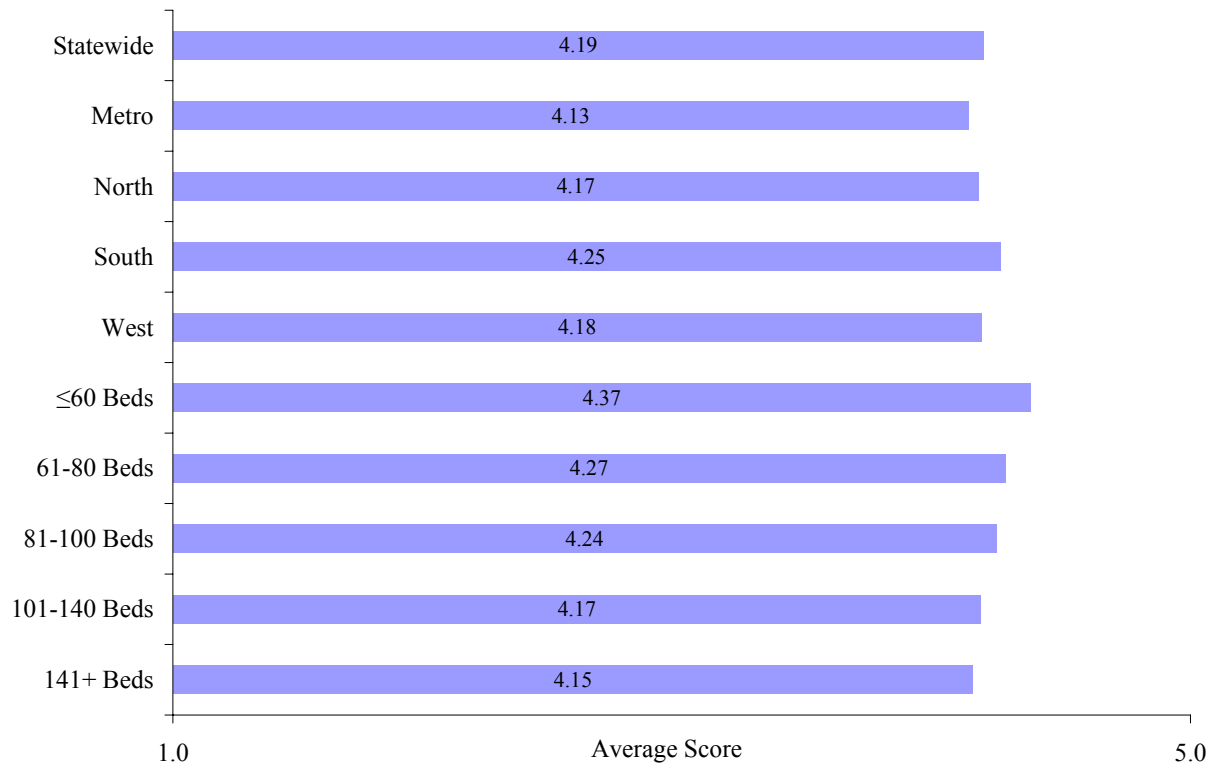
	Average	CI		Change 07-09
		Low	High	
<b>2009</b>				
Overall Satisfaction	4.22	4.21	4.23	↑
Administrative and personal care staff	4.19	4.18	4.20	↑
Physical environment	4.12	4.11	4.12	↑
Activities	3.82	3.81	3.83	
Personal care services	4.10	4.09	4.11	↑
Food and meals	3.95	3.94	3.96	↑
Residents' personal rights	4.10	4.10	4.11	↑

	Average	CI	
		Low	High
<b>2007</b>			
Overall Satisfaction	4.19	4.18	4.20
Administrative and personal care staff	4.17	4.16	4.17
Physical environment	4.08	4.07	4.09
Activities	3.83	3.82	3.84
Personal care services	4.07	4.06	4.07
Food and meals	3.92	3.91	3.93
Residents' personal rights	4.08	4.07	4.09

An up arrow (↑) indicates that the 2009 statewide domain score is statistically higher than the score in 2007, a down arrow (↓) indicates that the 2009 score is statistically lower (at 95% confidence). Blank cells indicate no difference.

## Individual Domain Scores

**Figure 1.2. 2009 Administrative and Personal Care Staff Domain Scores by Peer Group**

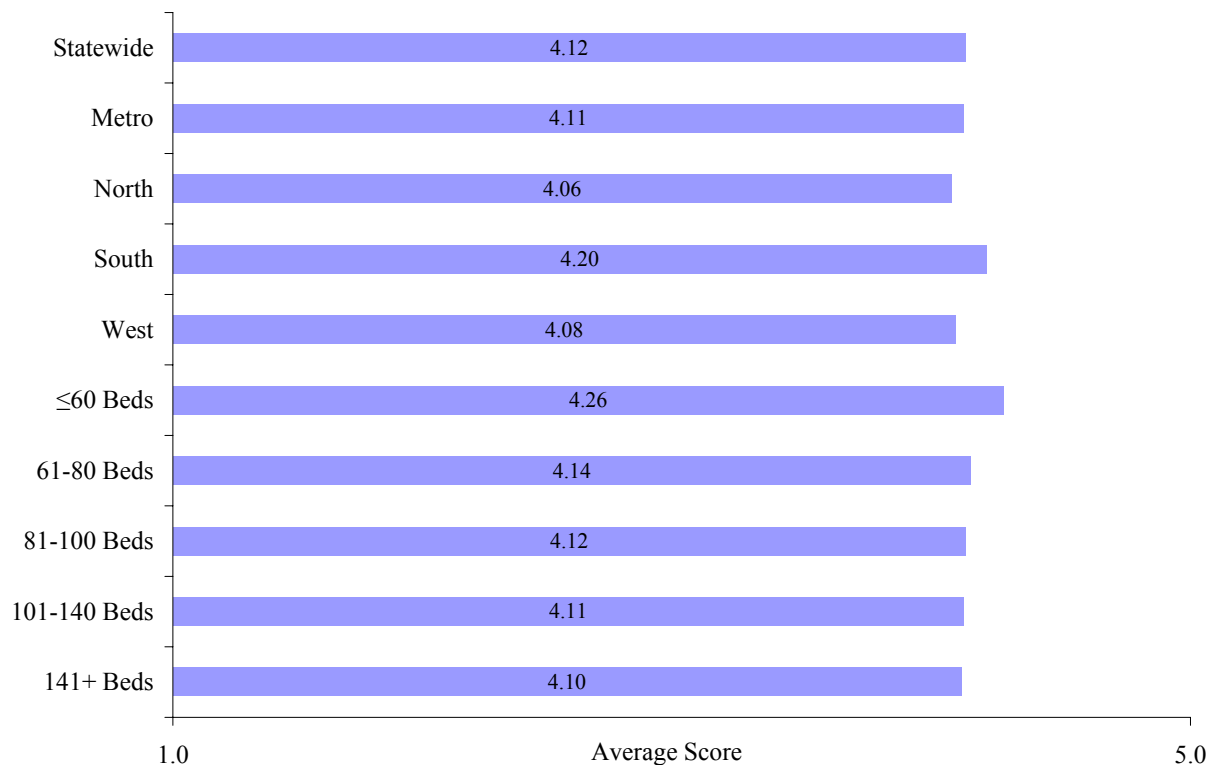


**Table 1.2. 2009 Administrative and Personal Care Staff Domain Scores by Peer Group**

	Average	CI		Difference
		Low	High	
<b>Statewide</b>	4.19	4.18	4.20	
<b>Region</b>				
Metro	4.13	4.11	4.15	↓
North	4.17	4.15	4.18	
South	4.25	4.24	4.27	↑
West	4.18	4.16	4.19	
<b>Size</b>				
≤60 Beds	4.37	4.34	4.41	↑
61-80 Beds	4.27	4.24	4.30	↑
81-100 Beds	4.24	4.21	4.26	↑
101-140 Beds	4.17	4.16	4.19	
141+ Beds	4.15	4.13	4.16	↓

An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

**Figure 1.3. 2009 Physical Environment Domain Scores by Peer Group**

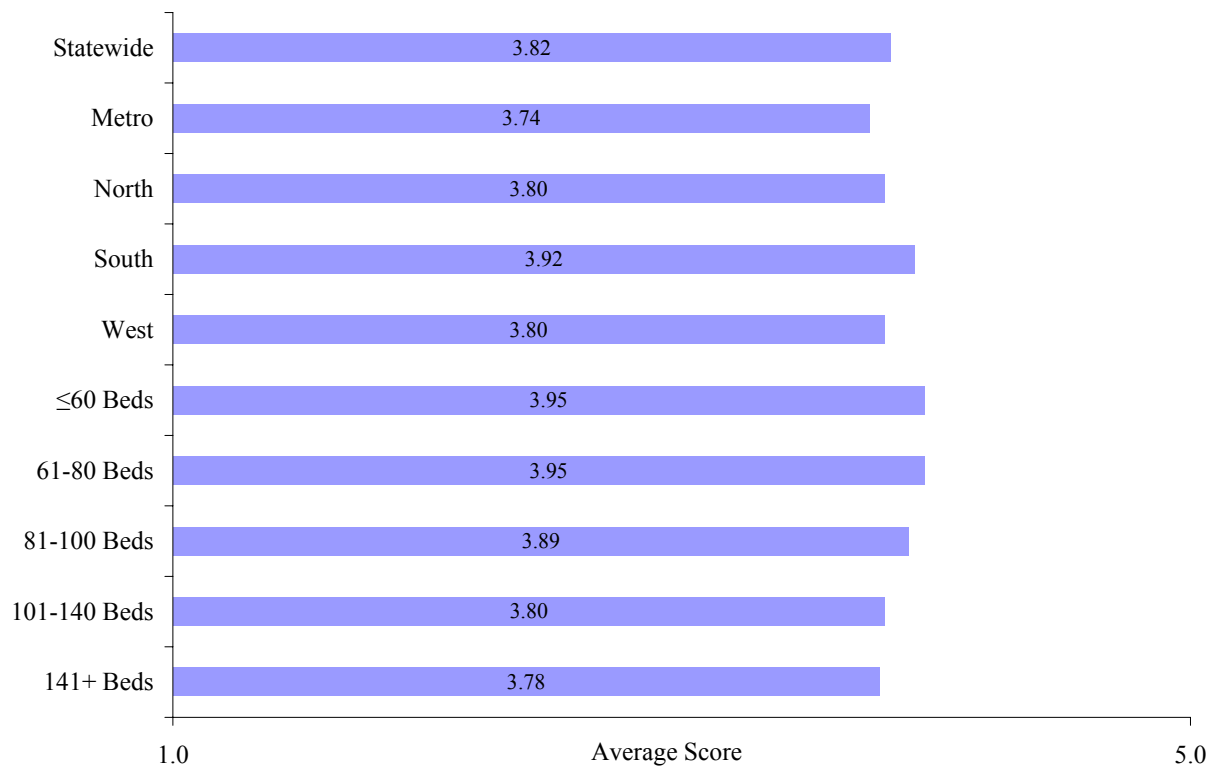


**Table 1.3. 2009 Physical Environment Domain Scores by Peer Group**

	Average	CI		Difference
		Low	High	
<b>Statewide</b>	4.12	4.11	4.12	
<b>Region</b>				
Metro	4.11	4.09	4.13	
North	4.06	4.04	4.08	↓
South	4.20	4.18	4.22	↑
West	4.08	4.06	4.09	↓
<b>Size</b>				
≤60 Beds	4.26	4.21	4.32	↑
61-80 Beds	4.14	4.11	4.17	
81-100 Beds	4.12	4.09	4.14	
101-140 Beds	4.11	4.09	4.12	
141+ Beds	4.10	4.08	4.11	

An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

**Figure 1.4. 2009 Activities Domain Scores by Peer Group**

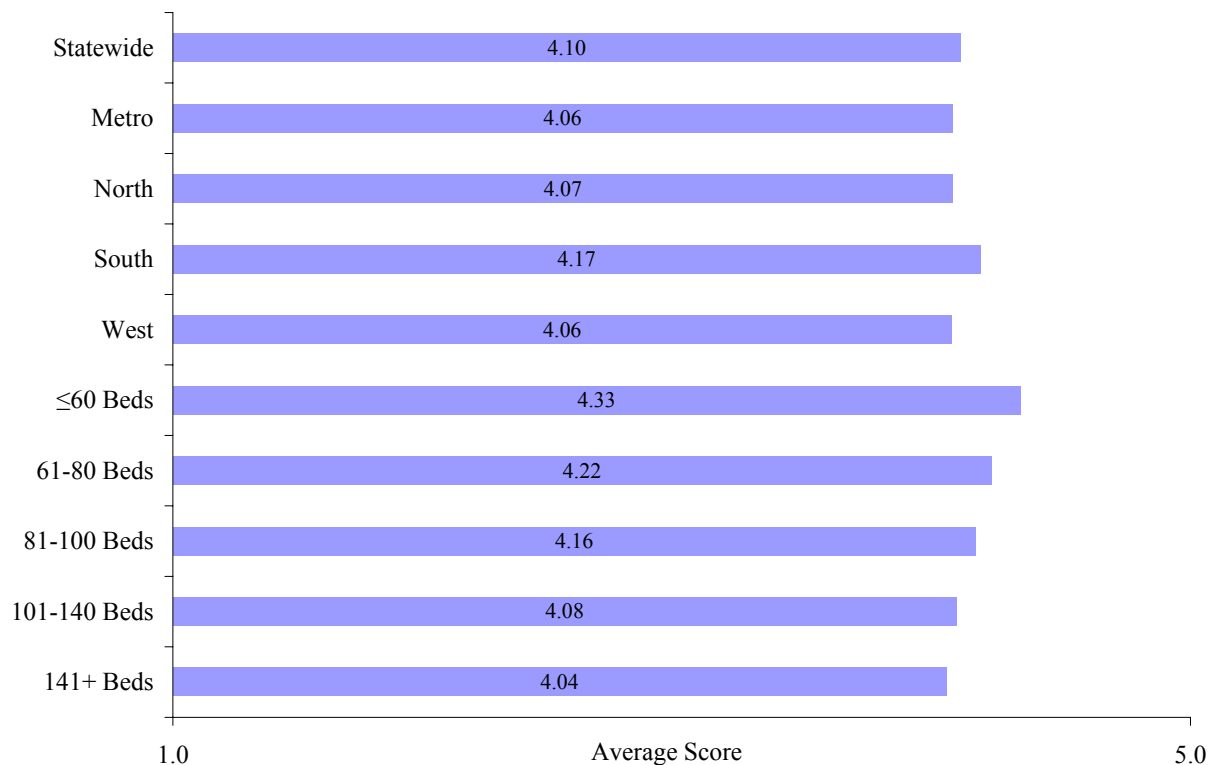


**Table 1.4. 2009 Activities Domain Scores by Peer Group**

	Average	CI		Difference
		Low	High	
<b>Statewide</b>	3.82	3.81	3.83	
<b>Region</b>				
Metro	3.74	3.71	3.77	↓
North	3.80	3.78	3.82	
South	3.92	3.90	3.94	↑
West	3.80	3.78	3.82	
<b>Size</b>				
≤60 Beds	3.95	3.92	3.99	↑
61-80 Beds	3.95	3.92	3.99	↑
81-100 Beds	3.89	3.86	3.92	↑
101-140 Beds	3.80	3.78	3.81	
141+ Beds	3.78	3.76	3.79	↓

An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

**Figure 1.5. 2009 Personal Care Services Domain Scores by Peer Group**



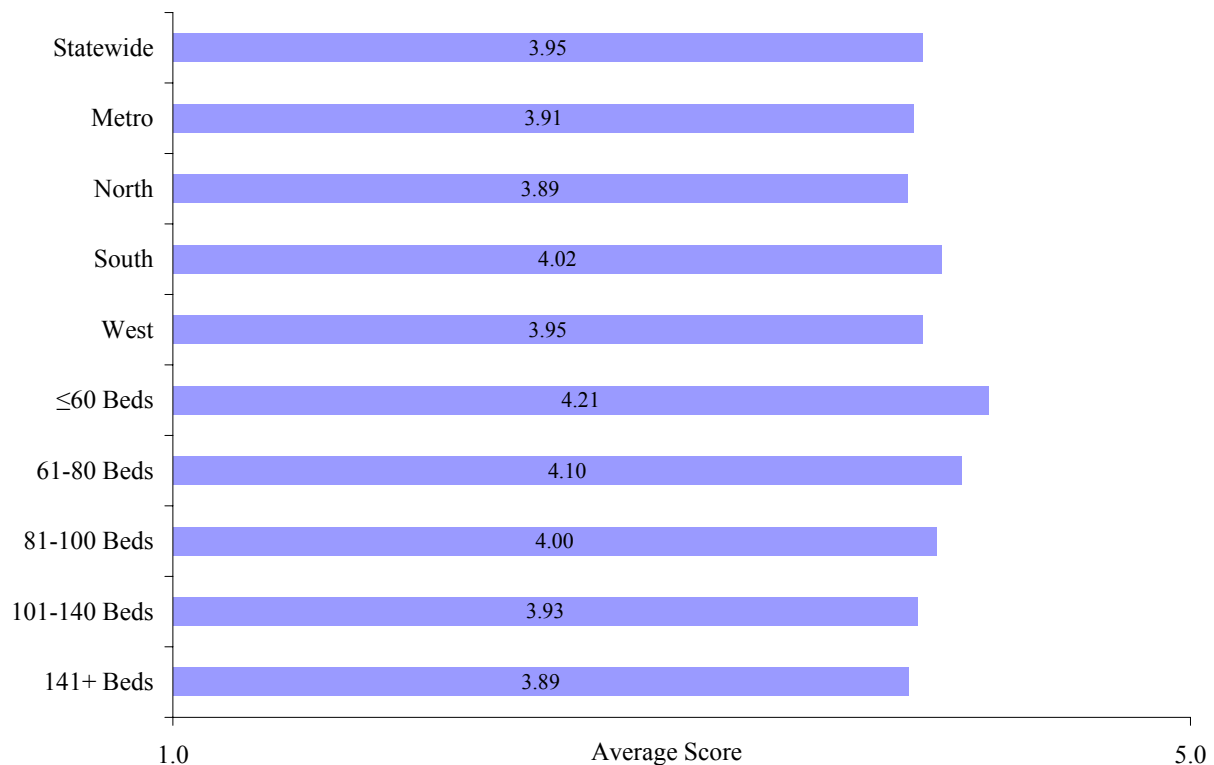
**Table 1.5. 2009 Personal Care Services Domain Scores by Peer Group**

	Average	CI		Difference
		Low	High	
<b>Statewide</b>	4.10	4.09	4.11	
<b>Region</b>				
Metro	4.06	4.04	4.09	
North	4.07	4.05	4.08	↓
South	4.17	4.15	4.19	↑
West	4.06	4.04	4.08	↓
<b>Size</b>				
≤60 Beds	4.33	4.27	4.39	↑
61-80 Beds	4.22	4.18	4.25	↑
81-100 Beds	4.16	4.13	4.18	↑
101-140 Beds	4.08	4.07	4.09	
141+ Beds	4.04	4.02	4.06	↓

An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.



**Figure 1.6. 2009 Food and Meals Domain Scores by Peer Group**

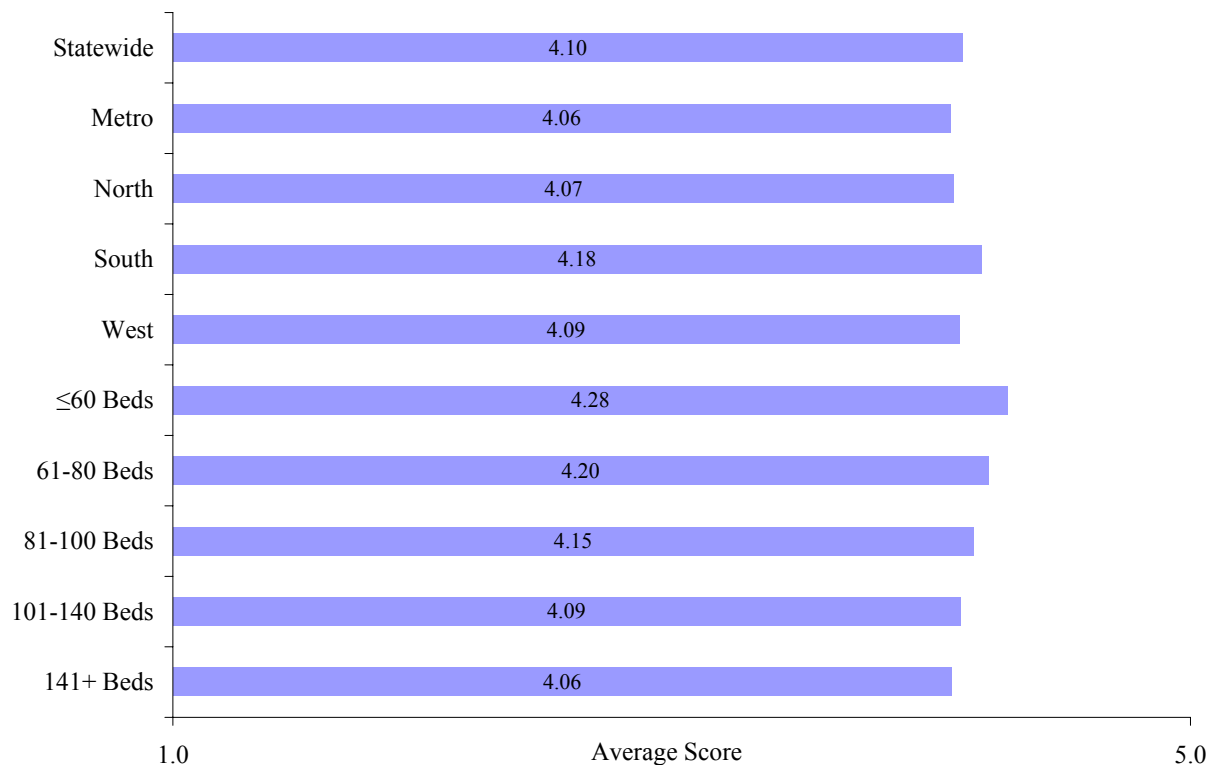


**Table 1.6. 2009 Food and Meals Domain Scores by Peer Group**

	Average	CI		Difference
		Low	High	
<b>Statewide</b>	3.95	3.94	3.96	
<b>Region</b>				
Metro	3.91	3.89	3.94	
North	3.89	3.87	3.91	↓
South	4.02	4.00	4.04	↑
West	3.95	3.93	3.97	
<b>Size</b>				
≤60 Beds	4.21	4.17	4.25	↑
61-80 Beds	4.10	4.06	4.14	↑
81-100 Beds	4.00	3.97	4.03	↑
101-140 Beds	3.93	3.91	3.94	
141+ Beds	3.89	3.87	3.91	↓

An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

**Figure 1.7. 2009 Residents' Personal Rights Domain Scores by Peer Group**



**Table 1.7. 2009 Residents' Personal Rights Domain Scores by Peer Group**

	Average	CI		Difference
		Low	High	
<b>Statewide</b>	4.10	4.10	4.11	
<b>Region</b>				
Metro	4.06	4.03	4.08	↓
North	4.07	4.05	4.09	↓
South	4.18	4.16	4.19	↑
West	4.09	4.08	4.11	
<b>Size</b>				
≤60 Beds	4.28	4.23	4.33	↑
61-80 Beds	4.20	4.17	4.23	↑
81-100 Beds	4.15	4.12	4.17	↑
101-140 Beds	4.09	4.08	4.11	
141+ Beds	4.06	4.05	4.07	↓

An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

## **VIII. Overall Satisfaction Scores**

Three questions and one combined measure were included in the survey to assess a responsible party's overall satisfaction with a facility. Three of these measures are rated on the same five point scale as the domain scores. This resulted in scores that ranged from 1 to 5. These overall satisfaction measures are summarized together in Figure 2.1. Statewide results for 2005 and 2007 are included in Figure 2.1 for comparison purposes.

### **Overall Satisfaction Calculated from Eight Topic Scores**

The overall satisfaction score is calculated from the eight questions that ask about overall satisfaction with key aspects of the nursing home, its staff, and the care it provides. The eight topic scores include satisfaction:

- With the care at this nursing home, overall?
- With the management of this nursing home, overall?
- With the staff at this nursing home, overall?
- With the activities at this nursing home, overall?
- With the communication at this nursing home, overall?
- With the meals at this nursing home, overall?
- With the physical environment at this nursing home, overall?
- That the resident's personal rights are respected, overall?

One overall item score (Figure 2.5) is the percentage of respondents responding “yes.” This question asks respondents whether they would recommend the facility to a friend or family member. A confidence interval (CI) is also provided for this score and represents the range in which the percentage of the entire population answering “yes” to the question would fall.

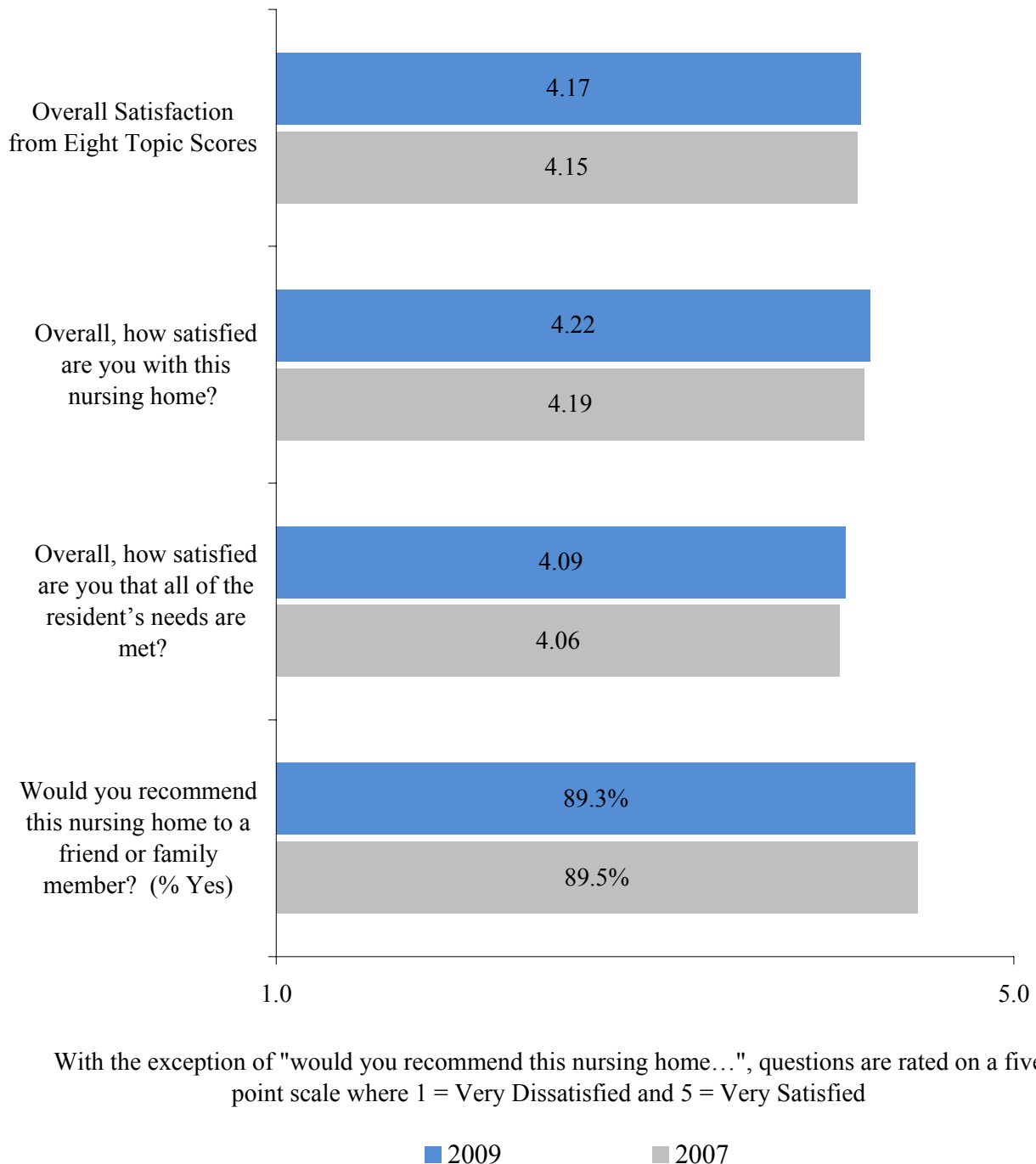
In 2009, 89.3% of respondents statewide said that they would recommend the facility to a friend or family member. By peer group, the percentage ranged from 86.9% in the Metro region to 91.2% in the South region and 91.0% among facilities with 61-80 occupied beds. In 2007, 89.5% of respondents statewide said that they would recommend the facility to a friend or family member. By peer group, the percentage ranged from 86.9% in the Metro region to 91.4% in the South region and 90.9% among facilities with ≤60 occupied beds.

As with the individual domains, a figure and table are provided comparing the 2009 score to the peer groups. Differences are noted with an up arrow (↑) or down arrow (↓) and identify where a peer group is statistically higher or lower than the statewide score.

- |            |  |
|------------|--|
| Figure 2.1 | 2007-2009 Overall Satisfaction Scores and Likelihood to Recommend                              |
| Figure 2.2 | 2009 Overall Satisfaction Calculated from Eight Topic Scores by Peer Group                     |
| Figure 2.3 | Overall, how satisfied are you with this nursing home? (by Peer Group, 2009)                   |
| Figure 2.4 | Overall, how satisfied are you that all of the resident's needs are met? (by Peer Group, 2009) |
| Figure 2.5 | Would you recommend this facility to a friend or family member? (by Peer Group, 2009)          |

## Overall Satisfaction

**Figure 2.1. 2007-2009 Overall Satisfaction Scores and Likelihood to Recommend**



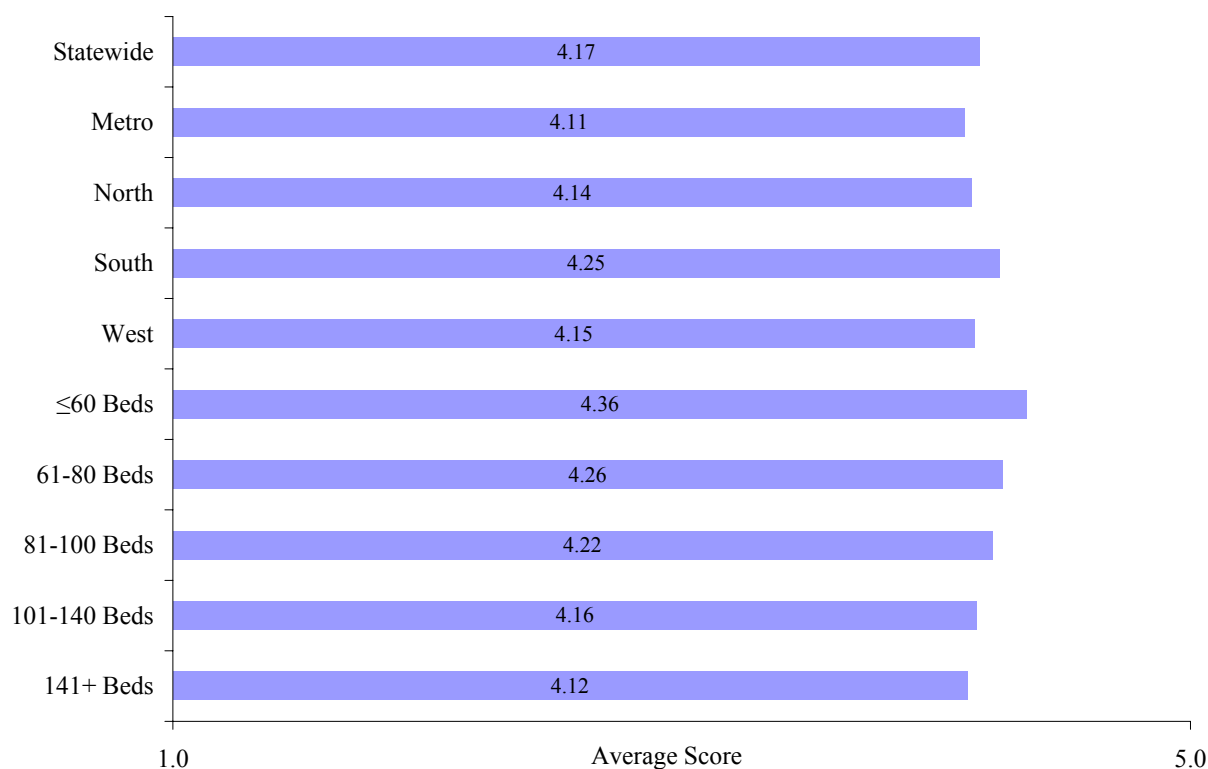
**Table 2.1. 2007-2009 Overall Satisfaction Scores and Likelihood to Recommend**

	Average	CI		Change 07-09
		Low	High	
<b>2009</b>				
Overall Satisfaction from Eight Topic Scores	4.17	4.16	4.18	
Overall, how satisfied are you with this nursing home?	4.22	4.21	4.23	↑
Overall, how satisfied are you that all of the resident's needs are met?	4.09	4.08	4.10	↑
Would you recommend this nursing home to a friend or family member? (% Yes)	89.3%	88.9%	89.7%	

	Average	CI	
		Low	High
<b>2007</b>			
Overall Satisfaction from Eight Topic Scores	4.15	4.14	4.16
Overall, how satisfied are you with this nursing home?	4.19	4.18	4.20
Overall, how satisfied are you that all of the resident's needs are met?	4.06	4.05	4.07
Would you recommend this nursing home to a friend or family member? (% Yes)	89.5%	89.2%	89.9%

An up arrow (↑) indicates that the 2009 statewide domain score is statistically higher than the score in 2007, a down arrow (↓) indicates that the 2009 score is statistically lower (at 95% confidence). Blank cells indicate no difference.

**Figure 2.2. 2009 Overall Satisfaction Calculated from Eight Topic Scores<sup>6</sup> by Peer Group**



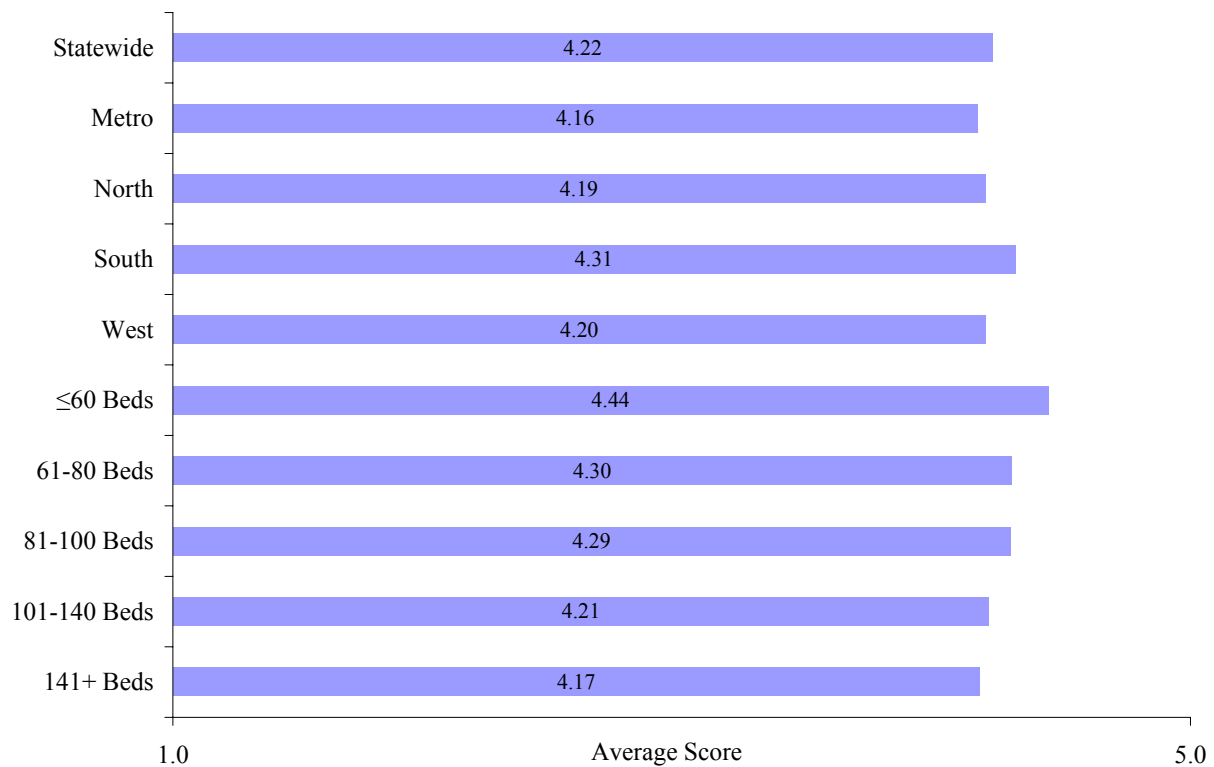
**Table 2.2. 2009 Overall Satisfaction Calculated from Eight Topic Scores by Peer Group**

	Average	CI		Difference
		Low	High	
<b>Statewide</b>	4.17	4.16	4.18	
<b>Region</b>				
Metro	4.11	4.09	4.14	↓
North	4.14	4.12	4.15	↓
South	4.25	4.23	4.26	↑
West	4.15	4.14	4.17	
<b>Size</b>				
≤60 Beds	4.36	4.32	4.39	↑
61-80 Beds	4.26	4.23	4.29	↑
81-100 Beds	4.22	4.20	4.24	↑
101-140 Beds	4.16	4.15	4.17	
141+ Beds	4.12	4.11	4.14	↓

An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

<sup>6</sup> The overall satisfaction score is calculated from the eight questions that ask about overall satisfaction with key aspects of the nursing home, its staff, and the care it provides. See page 18 for the list of questions that make up this score.

**Figure 2.3. Overall, how satisfied are you with this nursing home? (by Peer Group, 2009)**



**Table 2.3. Overall, how satisfied are you with this nursing home? (by Peer Group, 2009)**

	Average	CI		Difference
		Low	High	
<b>Statewide</b>	4.22	4.21	4.23	
<b>Region</b>				
Metro	4.16	4.13	4.19	↓
North	4.19	4.17	4.21	
South	4.31	4.29	4.33	↑
West	4.20	4.18	4.22	
<b>Size</b>				
≤60 Beds	4.44	4.40	4.49	↑
61-80 Beds	4.30	4.26	4.34	↑
81-100 Beds	4.29	4.26	4.32	↑
101-140 Beds	4.21	4.19	4.22	
141+ Beds	4.17	4.15	4.19	↓

An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

**Figure 2.4. Overall, how satisfied are you that all of the resident's needs are met? (by Peer Group, 2009)**



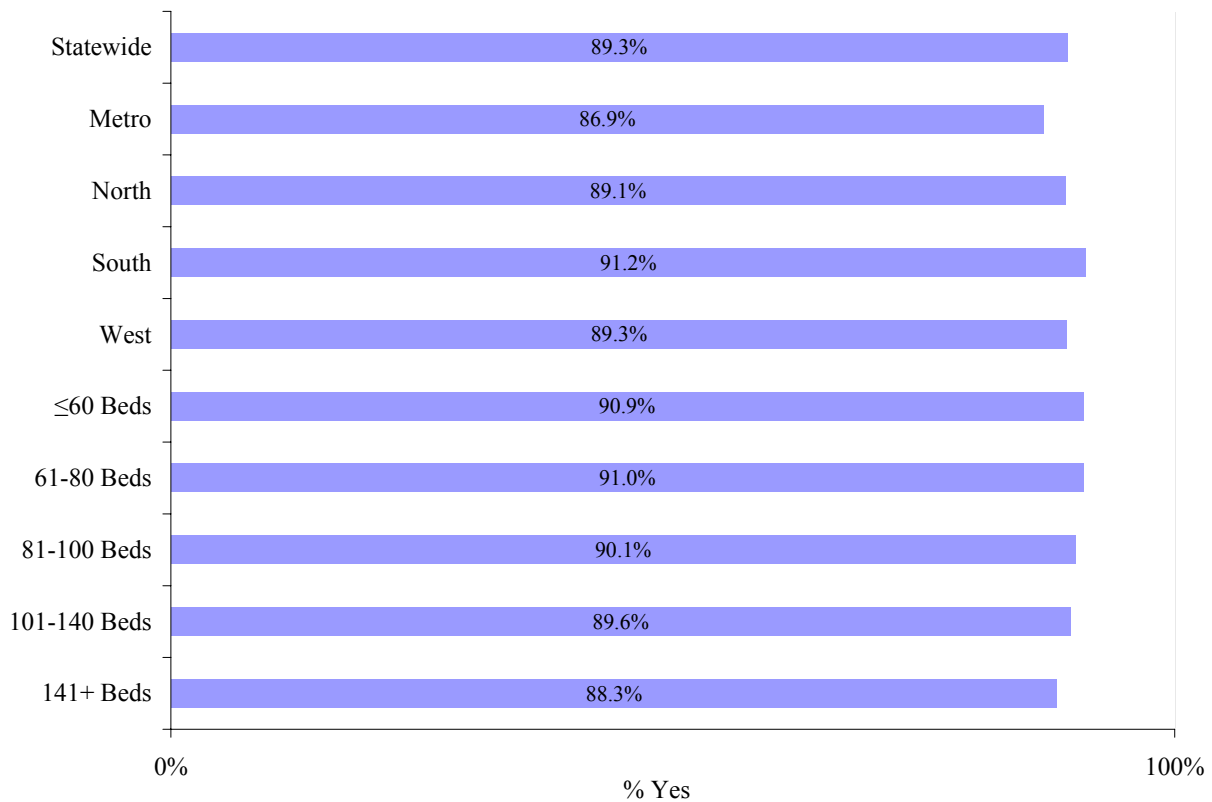
**Table 2.4. Overall, how satisfied are you that all of the resident's needs are met? (by Peer Group, 2009)**

	Average	CI		Difference
		Low	High	
<b>Statewide</b>	4.09	4.08	4.10	
<b>Region</b>				
Metro	4.01	3.98	4.04	↓
North	4.07	4.05	4.09	
South	4.18	4.16	4.20	↑
West	4.06	4.04	4.08	
<b>Size</b>				
≤60 Beds	4.35	4.30	4.39	↑
61-80 Beds	4.20	4.16	4.24	↑
81-100 Beds	4.16	4.13	4.19	↑
101-140 Beds	4.06	4.04	4.08	
141+ Beds	4.03	4.01	4.05	↓

An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.



**Figure 2.5. Would you recommend this nursing home to a friend or family member?  
(Percent of those responding “Yes” by Peer Group, 2009)**



**Table 2.5. Would you recommend this nursing home to a friend or family member?  
(Percent of those responding “Yes” by Peer Group, 2009)**

	Average	CI		Difference
		Low	High	
<b>Statewide</b>	89.3%	88.9%	89.7%	
<b>Region</b>				
Metro	86.9%	85.7%	88.2%	↓
North	89.1%	88.4%	89.8%	
South	91.2%	90.3%	92.0%	↑
West	89.3%	88.5%	90.0%	
<b>Size</b>				
≤60 Beds	90.9%	87.9%	93.8%	
61-80 Beds	91.0%	89.5%	92.4%	
81-100 Beds	90.1%	88.9%	91.4%	
101-140 Beds	89.6%	89.0%	90.2%	
141+ Beds	88.3%	87.6%	89.0%	

An up arrow (↑) indicates that the percentage of respondents in the peer group who would recommend the nursing home is higher than the statewide percentage, a down arrow (↓) indicates that a lower percentage would recommend the nursing home (at 95% confidence). Blank cells indicate no difference.

## **IX. Individual Question Scores**

This section provides a summary of each of the 54 items that are used in calculating the six domain scores and the overall satisfaction score. These questions were evaluated using a 5-point scale (1 meaning very dissatisfied to 5 meaning very satisfied). Satisfaction scores are calculated by averaging questions across all respondents. Responsible parties who indicated they did not know, were unsure, or that an item was not applicable were not included in these calculations.

### **Reading the Tables**

The scores listed under the header “2009” represent the average score for all respondents statewide. The 2007 statewide results are also provided in this table for comparison purposes. Peer group headings reflect the regions in which facilities are located (Metro, North, South, or West) and the size group based on the number of beds occupied ( $\leq 60$ , 61-80, 81-100, 101-140, and 141+ beds).

Next to the score for 2007 and the peer groups is a column labeled “Diff,” which provides comparisons between peer group scores and the statewide score for 2009 as well as comparisons between the statewide score in 2007 with that of 2009. As with the domain and overall satisfaction measures, statistical differences are noted with an up arrow (↑) or down arrow (↓), which allows you to see whether the score for each of the individual items is statistically higher or lower than the statewide score.

The tables are as follows:

Table A.1 Item Level Satisfaction Scores for the State and Regions 2009

Table A.2 Item Level Satisfaction Scores for the State and Occupied Bed Size 2009

Table A.3 Item Level Satisfaction Scores for the State 2007 and 2009

**Table A.1 Item Level Satisfaction Scores for the State and Regions 2009**

Satisfaction With:	2009	Metro		North		South		West	
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Overall Satisfaction Scale	4.17	4.11	↓	4.14	↓	4.25	↑	4.15	
Overall, how satisfied are you with this nursing home?	4.22	4.16	↓	4.19		4.31	↑	4.20	
Overall, how satisfied are you that all of the residents needs are met?	4.09	4.01	↓	4.07		4.18	↑	4.06	
Would you recommend this nursing home to a friend or family member? (% indicating "Yes")	89.3%	86.9%	↓	89.1%		91.2%	↑	89.3%	
<b>DOMAIN1: Satisfaction with the Administrative and Personal Care Staff of the Nursing Home</b>									
That the resident gets his or her medication at the appropriate time?	4.40	4.35	↓	4.37		4.44	↑	4.40	
That the quality of physician and specialist services meets the resident's needs?	4.11	4.08		4.08		4.14		4.12	
With the help available for filling out the resident's paperwork?	4.21	4.15	↓	4.20		4.27	↑	4.21	
That the same staff is assigned to care for the resident over time?	4.11	4.06	↓	4.11		4.19	↑	4.07	↓
That staff considers cultural ethnic differences when providing services?	4.09	4.04	↓	4.06		4.15	↑	4.07	
That there is enough staff on during all shifts to provide sufficient help?	3.69	3.71		3.68		3.77	↑	3.59	↓
With support provided to families from social services, family groups in the home?	4.01	3.94	↓	4.00		4.08	↑	3.98	
That staff attends to the resident's emotional needs?	4.03	3.94	↓	4.01		4.11	↑	4.02	
That the staff is friendly when you come to visit?	4.43	4.35	↓	4.41		4.49	↑	4.44	
That the staff treats the resident with kindness and respect?	4.38	4.29	↓	4.36		4.46	↑	4.38	
That staff is able to communicate effectively with the resident?	4.20	4.11	↓	4.18		4.28	↑	4.21	
That staff get along and work well together?	4.22	4.17	↓	4.21		4.29	↑	4.21	
With the response of the staff to problems and requests?	4.15	4.07	↓	4.12		4.23	↑	4.14	
That there is open communication between the staff and you?	4.32	4.24	↓	4.29		4.38	↑	4.33	
That you receive timely notification of changes in condition?	4.33	4.26	↓	4.30		4.38	↑	4.36	
That staff willingly shares with you how the resident is doing day to day?	4.22	4.13	↓	4.20		4.29	↑	4.23	
<b>DOMAIN 2: Satisfaction with the Physical Environment of the Nursing Home</b>									
That hallways and public areas are kept odor free?	4.13	4.11		4.09	↓	4.21	↑	4.11	
With the cleanliness of the resident's room?	4.22	4.22		4.16	↓	4.30	↑	4.18	↓
With the amount of space to socialize with the resident outside of his or her room?	4.09	4.10		4.05	↓	4.17	↑	4.02	↓
That the facility is clean and well maintained?	4.32	4.32		4.28	↓	4.40	↑	4.29	↓
With the physical attractiveness of the nursing home?	4.22	4.20		4.17	↓	4.30	↑	4.21	
That the resident's room is bright and cheerful?	4.05	4.04		3.99	↓	4.14	↑	4.02	
With the amount of space for personal possessions within the resident's room?	3.77	3.79		3.70	↓	3.88	↑	3.70	↓

*Under the Peer Group Header: An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.*

**Table A.1 (continued) Item Level Satisfaction Scores for the State and Regions 2009**

Satisfaction With:	2009	Metro		North		South		West	
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff
<b>DOMAIN 3: Satisfaction with the Activities Available to Residents</b>									
That staff encourages the resident to take part in social activities?	4.08	4.00	↓	4.05		4.15	↑	4.08	
That meaningful activities are being offered on all seven days of the week?	3.98	3.90	↓	3.96		4.08	↑	3.95	
With the amount of physical exercise offered?	3.63	3.56	↓	3.62		3.73	↑	3.59	↓
That there are enough outdoor activities?	3.39	3.28	↓	3.37		3.50	↑	3.36	
With the clergy visits or religious services?	3.96	3.92		3.90	↓	4.05	↑	3.93	
With the variety of stimulating activities offered?	3.83	3.74	↓	3.81		3.93	↑	3.80	
<b>DOMAIN 4: Satisfaction with the Person Care Services Provided to Residents</b>									
That dirty clothes are changed as needed?	4.20	4.16		4.17		4.28	↑	4.17	
That the staff assures that the resident is clean?	4.07	4.02	↓	4.04		4.16	↑	4.03	↓
That staff keeps to the resident's planned personal care routine?	4.11	4.06	↓	4.08		4.19	↑	4.08	
When laundry is done by the facility, the laundry system gets the resident's own clothes back to him or her?	3.72	3.71		3.69		3.79	↑	3.69	
That bed linens are changed as needed?	4.29	4.27		4.26		4.35	↑	4.24	↓
<b>DOMAIN 5: Satisfaction with Food and Meals</b>									
With the food choices provided at each meal?	3.91	3.87		3.85	↓	3.98	↑	3.90	
With the quality of the food, that is, attractive, appetizing, and nutritious?	3.88	3.86		3.79	↓	3.96	↑	3.88	
That there are a variety of menu selections throughout the week?	3.96	3.90	↓	3.91	↓	4.03	↑	3.96	
With the assistance available to help the resident complete his or her meal?	4.08	4.04		4.04		4.14	↑	4.06	
<b>DOMAIN 6: Satisfaction with Residents' Personal Rights</b>									
That the resident is encouraged to be as independent as possible?	4.06	4.02		4.05		4.12	↑	4.05	
That staff members respect the resident's privacy?	4.22	4.17	↓	4.19		4.29	↑	4.20	
That the nursing home takes sufficient steps to protect personal items?	3.77	3.70	↓	3.72	↓	3.87	↑	3.76	
That there is enough security for the facility?	4.20	4.15	↓	4.17		4.27	↑	4.19	
With the resident's personal safety?	4.25	4.22		4.21	↓	4.31	↑	4.23	
<b>Overall Satisfaction Scale Items</b>									
With the care at this nursing home, overall?	4.26	4.21	↓	4.24		4.34	↑	4.24	
With the management of this nursing home, overall?	4.14	4.09	↓	4.13		4.23	↑	4.10	↓
With the staff at this nursing home, overall?	4.31	4.22	↓	4.29		4.39	↑	4.30	
With the activities at this nursing home, overall?	4.01	3.93	↓	3.98		4.10	↑	4.00	
With the communication at this nursing home, overall?	4.24	4.15	↓	4.23		4.31	↑	4.24	
With the meals at this nursing home, overall?	3.92	3.90		3.85	↓	4.01	↑	3.92	
With the physical environment at this nursing home, overall?	4.20	4.18		4.14	↓	4.28	↑	4.18	
That the resident's personal rights respected, overall?	4.27	4.22	↓	4.24		4.34	↑	4.25	

*Under the Peer Group Header: An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.*

**Table A.2 Item Level Satisfaction Scores for the State and Occupied Bed Size 2009**

Satisfaction With:	2009	60 or fewer beds		61 - 80 beds		81 - 100 beds		101 - 140 beds		141+ beds	
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Overall Satisfaction Scale	4.17	4.36	↑	4.26	↑	4.22	↑	4.16		4.12	↓
Overall, how satisfied are you with this nursing home?	4.22	4.44	↑	4.30	↑	4.29	↑	4.21		4.17	↓
Overall, how satisfied are you that all of the residents needs are met?	4.09	4.35	↑	4.20	↑	4.16	↑	4.06		4.03	↓
Would you recommend this nursing home to a friend or family member? (% indicating "Yes")	89.3%	90.9%		91.0%		90.1%		89.6%		88.3%	
<b>DOMAIN1: Satisfaction with the Administrative and Personal Care Staff of the Nursing Home</b>											
That the resident gets his or her medication at the appropriate time?	4.40	4.53	↑	4.44	↑	4.43		4.40		4.36	↓
That the quality of physician and specialist services meets the resident's needs?	4.11	4.27	↑	4.16		4.19	↑	4.08		4.08	↓
With the help available for filling out the resident's paperwork?	4.21	4.35	↑	4.30	↑	4.22		4.22		4.18	↓
That the same staff is assigned to care for the resident over time?	4.11	4.32	↑	4.17	↑	4.16	↑	4.11		4.06	↓
That staff considers cultural and ethnic differences when providing services?	4.09	4.20	↑	4.16	↑	4.12		4.07		4.06	
That there is enough staff on during all shifts to provide sufficient help?	3.69	4.00	↑	3.83	↑	3.81	↑	3.66		3.61	↓
With support provided to families from social services, family groups in the home?	4.01	4.15	↑	4.11	↑	4.03		4.01		3.97	↓
That staff attends to the resident's emotional needs?	4.03	4.29	↑	4.15	↑	4.08	↑	4.01		3.97	↓
That the staff is friendly when you come to visit?	4.43	4.60	↑	4.47		4.46	↑	4.42		4.39	↓
That the staff treats the resident with kindness and respect?	4.38	4.54	↑	4.45	↑	4.40		4.38		4.34	↓
That staff is able to communicate effectively with the resident?	4.20	4.36	↑	4.30	↑	4.25	↑	4.20		4.15	↓
That staff get along and work well together?	4.22	4.41	↑	4.28	↑	4.26		4.22		4.19	↓
With the response of the staff to problems and requests?	4.15	4.36	↑	4.23	↑	4.23	↑	4.13		4.10	↓
That there is open communication between the staff and you?	4.32	4.51	↑	4.39	↑	4.38	↑	4.30		4.28	↓
That you receive timely notification of changes in condition?	4.33	4.51	↑	4.41	↑	4.37		4.30		4.31	
That staff willingly shares with you how the resident is doing day to day?	4.22	4.43	↑	4.35	↑	4.28	↑	4.21		4.17	↓
<b>DOMAIN 2: Satisfaction with the Physical Environment of the Nursing Home</b>											
That hallways and public areas are kept odor free?	4.13	4.37	↑	4.20	↑	4.15		4.14		4.09	↓
With the cleanliness of the resident's room?	4.22	4.41	↑	4.29	↑	4.25		4.22		4.17	↓
With the amount of space available to socialize with the resident outside of his or her room?	4.09	4.17	↑	4.04		4.06		4.09		4.09	
That the facility is clean and well maintained?	4.32	4.49	↑	4.37	↑	4.33		4.33		4.29	↓
With the physical attractiveness of the nursing home?	4.22	4.26		4.22		4.20		4.22		4.24	
That the resident's room is bright and cheerful?	4.05	4.20	↑	4.11	↑	4.07		4.04		4.03	
With the amount of space for personal possessions within the resident's room?	3.77	3.95	↑	3.74		3.76		3.74		3.78	

*Under the Peer Group Header: An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.*

**Table A.2 (continued) Item Level Satisfaction Scores for the State and Occupied Bed Size 2009**

Satisfaction With:	2009	60 or fewer beds		61 - 80 beds		81 - 100 beds		101 - 140 beds		141+ beds	
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
<b>DOMAIN 3: Satisfaction with the Activities Available to Residents</b>											
That staff encourages the resident to take part in social activities?	4.08	4.27	↑	4.21	↑	4.14	↑	4.06		4.03	↓
That meaningful activities are being offered on all seven days of the week?	3.98	4.06	↑	4.08	↑	4.04	↑	3.96		3.95	
With the amount of physical exercise offered?	3.63	3.81	↑	3.80	↑	3.73	↑	3.60		3.58	↓
That there are enough outdoor activities?	3.39	3.60	↑	3.60	↑	3.49	↑	3.34		3.33	↓
With the clergy visits or religious services?	3.96	4.02		4.03	↑	3.99		3.95		3.93	
With the variety of stimulating activities offered?	3.83	3.94	↑	3.93	↑	3.91	↑	3.81		3.78	↓
<b>DOMAIN 4: Satisfaction with the Personal Care Services Provided to Residents</b>											
That dirty clothes are changed as needed?	4.20	4.43	↑	4.32	↑	4.25	↑	4.20		4.14	↓
That the staff assures that the resident is clean?	4.07	4.36	↑	4.18	↑	4.13	↑	4.05		4.00	↓
That staff keeps to the resident's planned personal care routine?	4.11	4.35	↑	4.24	↑	4.18	↑	4.09		4.05	↓
When laundry is done by the facility, the laundry system gets the resident's own clothes back to him or her?	3.72	4.00	↑	3.92	↑	3.83	↑	3.68		3.65	↓
That bed linens are changed as needed?	4.29	4.47	↑	4.38	↑	4.32		4.28		4.24	↓
<b>DOMAIN 5: Satisfaction with Food and Meals</b>											
With the food choices provided at each meal?	3.91	4.17	↑	4.05	↑	3.95		3.89		3.86	↓
With the quality of the food, that is, attractive, appetizing, and nutritious?	3.88	4.15	↑	4.05	↑	3.94	↑	3.85		3.82	↓
That there are a variety of menu selections throughout the week?	3.96	4.22	↑	4.10	↑	4.00		3.94		3.89	↓
With the assistance available to help the resident complete his or her meal?	4.08	4.30	↑	4.19	↑	4.13	↑	4.05		4.04	
<b>DOMAIN 6: Satisfaction with Residents' Personal Rights</b>											
That the resident is encouraged to be as independent as possible?	4.06	4.25	↑	4.16	↑	4.12		4.05		4.02	↓
That staff members respect the resident's privacy?	4.22	4.39	↑	4.27		4.23		4.21		4.19	
That the nursing home takes sufficient steps to protect personal items?	3.77	4.02	↑	3.88	↑	3.84	↑	3.76		3.71	↓
That there is enough security for the facility?	4.20	4.31	↑	4.33	↑	4.25	↑	4.19		4.15	↓
With the resident's personal safety?	4.25	4.42	↑	4.33	↑	4.28		4.24		4.20	↓
<b>Overall Satisfaction Scale Items</b>											
With the care at this nursing home, overall?	4.26	4.48	↑	4.37	↑	4.33	↑	4.26		4.19	↓
With the management of this nursing home, overall?	4.14	4.36	↑	4.23	↑	4.21	↑	4.13		4.09	↓
With the staff at this nursing home, overall?	4.31	4.50	↑	4.37	↑	4.35		4.31		4.25	↓
With the activities at this nursing home, overall?	4.01	4.11	↑	4.13	↑	4.06	↑	3.99		3.97	↓
With the communication at this nursing home, overall?	4.24	4.43	↑	4.32	↑	4.32	↑	4.22		4.19	↓
With the meals at this nursing home, overall?	3.92	4.20	↑	4.10	↑	3.97		3.90		3.87	↓
With the physical environment at this nursing home, overall?	4.20	4.32	↑	4.21		4.20		4.20		4.18	
That the resident's personal rights respected, overall?	4.27	4.45	↑	4.36	↑	4.29		4.26		4.23	↓

*Under the Peer Group Header: An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.*

**Table A.3 Item Level Satisfaction Scores for the State 2007 and 2009**

Satisfaction With:	2009	2007	
	Score	Score	Diff
Overall Satisfaction Scale	4.17	4.15	
Overall, how satisfied are you with this nursing home?	4.22	4.19	↑
Overall, how satisfied are you that all of the residents needs are met?	4.09	4.06	↑
Would you recommend this nursing home to a friend or family member? (% indicating "Yes")	89.3%	89.5%	
<b>DOMAIN1: Satisfaction with the Administrative and Personal Care Staff of the Nursing Home</b>			
That the resident gets his or her medication at the appropriate time?	4.40	4.37	↑
That the quality of physician and specialist services meets the resident's needs?	4.11	4.10	
With the help available for filling out the resident's paperwork?	4.21	4.22	
That the same staff is assigned to care for the resident over time?	4.11	4.07	↑
That staff considers cultural and ethnic differences when providing services?	4.09	4.09	
That there is enough staff on during all shifts to provide sufficient help?	3.69	3.63	↑
With support provided from social services, family groups in the home?	4.01	4.00	
That staff attends to the resident's emotional needs?	4.03	4.02	
That the staff is friendly when you come to visit?	4.43	4.40	↑
That the staff treats the resident with kindness and respect?	4.38	4.36	
That the staff is able to communicate effectively with the resident?	4.20	4.18	
That staff get along and work well together?	4.22	4.19	↑
With the response of the staff to problems and requests?	4.15	4.12	↑
That there is open communication between the staff and you?	4.32	4.30	
That you receive timely notification of changes in condition?	4.33	4.29	↑
That staff willingly shares with you how the resident is doing day to day?	4.22	4.20	
<b>DOMAIN 2: Satisfaction with the Physical Environment of the Nursing Home</b>			
That hallways and public areas are kept odor free?	4.13	4.10	↑
With the cleanliness of the resident's room?	4.22	4.18	↑
With the amount of space available to socialize with the resident outside of his or her room?	4.09	4.06	↑
That the facility is clean and well maintained?	4.32	4.28	↑
With the physical attractiveness of the nursing home?	4.22	4.20	↑
That the resident's room is bright and cheerful?	4.05	4.05	
With the amount of space for personal possessions within the resident's room?	3.77	3.72	↑

*Under the Peer Group Header: An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.*

**Table A.3 (continued) Item Level Satisfaction Scores for the State 2007 and 2009**

Satisfaction With:	2009	2007	
	Score	Score	Diff
<b>DOMAIN 3: Satisfaction with the Activities Available to Residents</b>			
That staff encourages the resident to take part in social activities?	4.08	4.08	
That meaningful activities are being offered on all seven days of the week?	3.98	3.97	
With the amount of physical exercise offered?	3.63	3.61	
That there are enough outdoor activities?	3.39	3.39	
With the clergy visits or religious services?	3.96	3.96	
With the variety of stimulating activities offered?	3.83	3.83	
<b>DOMAIN 4: Satisfaction with the Personal Care Services Provided to Residents</b>			
That dirty clothes are changed as needed?	4.20	4.18	
That the staff assures that the resident is clean?	4.07	4.05	
That staff keeps to the resident's planned personal care routine?	4.11	4.08	↑
When laundry is done by the facility, the laundry system gets the resident's own clothes back to him or her?	3.72	3.66	↑
That bed linens are changed as needed?	4.29	4.27	↑
<b>DOMAIN 5: Satisfaction with Food and Meals</b>			
With the food choices provided at each meal?	3.91	3.88	↑
With the quality of the food, that is, attractive, appetizing, and nutritious?	3.88	3.85	↑
That there are a variety of menu selections throughout the week?	3.96	3.93	
With the assistance available to help the resident complete his or her meal?	4.08	4.04	↑
<b>DOMAIN 6: Satisfaction with Residents' Personal Rights</b>			
That the resident is encouraged to be as independent as possible?	4.06	4.06	
That staff members respect the resident's privacy?	4.22	4.21	
That the nursing home takes sufficient steps to protect personal items?	3.77	3.74	↑
That there is enough security for the facility?	4.20	4.16	↑
With the resident's personal safety?	4.25	4.22	↑
<b>Overall Satisfaction Scale Items</b>			
With the care at this nursing home, overall?	4.26	4.25	
With the management of this nursing home, overall?	4.14	4.12	
With the staff at this nursing home, overall?	4.31	4.29	
With the activities at this nursing home, overall?	4.01	4.01	
With the communication at this nursing home, overall?	4.24	4.22	
With the meals at this nursing home, overall?	3.92	3.90	
With the physical environment at this nursing home, overall?	4.20	4.17	↑
That the resident's personal rights respected, overall?	4.27	4.25	

*Under the Peer Group Header: An up arrow (↑) indicates that the peer group's score is statistically higher than the statewide score; a down arrow (↓) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.*



## **X. Verbatim Comments of Respondents**

At the end of the survey, responsible parties were given the opportunity to provide additional comments or information about their satisfaction with the nursing home. These open-ended comments have been categorized. Tables B and C are for 2009 and provide a summary of these categorized comments including the percentage of those mentioning the category. Note that the percentages are based on the number of respondents offering comments and NOT all survey respondents. Therefore, this analysis is not based on a scientific sampling and does not provide statistically significant results.

**Table B. Categorized Summary of Verbatim Responses**

		Region				Bed Size Based on Occupied Beds				
	Statewide	Metro	North	South	West	≤60	61-80	81-100	101-140	141+
<b>RESIDENTS' PERSONAL RIGHTS</b>										
Total Positive Responses	2.3%	2.9%	2.7%	2.2%	1.8%	4.7%	2.6%	3.4%	1.9%	2.0%
Total Negative Responses	3.3%	3.7%	3.5%	3.0%	3.3%	2.0%	3.9%	2.9%	3.5%	3.5%
<b>Positive Comments</b>										
Satisfied with resident's personal safety	2.0%	2.3%	2.3%	1.9%	1.7%	3.9%	2.3%	2.8%	1.5%	1.9%
Resident encouraged to be independent	0.2%	0.3%	0.2%	0.1%	0.1%	0.7%	0.2%	0.2%	0.2%	0.0%
Staff members respect resident's privacy	0.0%		0.1%					0.1%	0.0%	0.0%
Nursing home takes steps to protect personal items	0.0%			0.1%			0.2%	0.1%	0.0%	
Security for nursing home is sufficient (alarms, guards, doors locked)	0.0%	0.1%		0.1%					0.1%	
Pets allowed during visits	0.0%	0.1%	0.1%					0.1%	0.1%	
Overall, resident's personal rights are respected	0.0%			0.0%						0.0%
other SPECIFIC positive element(s) not addressed above	0.0%	0.1%						0.1%		
<b>Negative Comments</b>										
Nursing home does not takes steps to protect personal items/equipment	1.4%	1.1%	1.7%	1.2%	1.6%	0.7%	2.1%	1.0%	1.5%	1.5%
Not satisfied with resident's personal safety	1.0%	1.2%	1.0%	0.9%	0.9%	0.4%	0.7%	0.6%	1.3%	1.0%
Security for nursing home is not sufficient (alarms, guards, doors locked)	0.5%	0.7%	0.4%	0.5%	0.3%	0.7%	0.5%	0.3%	0.4%	0.5%
Residents are not encouraged to be independent	0.1%	0.2%	0.0%	0.1%	0.1%		0.2%	0.2%	0.1%	0.1%
Staff members do not respect resident's privacy	0.1%	0.2%	0.0%	0.1%	0.0%		0.2%	0.1%	0.1%	0.1%
Overall, resident's personal rights are not respected	0.0%		0.0%	0.0%	0.1%			0.1%		0.1%
Resident cannot choose own bed time	0.0%	0.1%		0.0%	0.0%	0.2%		0.2%		
Pets not allowed during visits	0.0%				0.0%					0.0%
other SPECIFIC negative element(s) not addressed above	0.2%	0.2%	0.2%	0.1%	0.2%		0.3%	0.3%	0.1%	0.2%

*Note: Percentages are based on the total number of residents providing comments. Since respondents could provide comments in a number of categories, the percentages reported will sum to more than 100%.*

**Table B. (continued) Categorized Summary of Verbatim Responses**

		Region				Bed Size Based on Occupied Beds				
	Statewide	Metro	North	South	West	≤60	61-80	81-100	101-140	141+
ACTIVITIES										
Total Positive Responses	4.0%	4.6%	3.5%	4.2%	3.8%	6.3%	5.1%	3.2%	3.6%	4.1%
Total Negative Responses	11.8%	11.3%	11.4%	11.8%	12.8%	11.6%	8.7%	11.0%	13.5%	11.0%
Positive Comments										
Overall, satisfied with activities	0.9%	0.7%	0.9%	0.9%	1.1%	0.9%	1.3%	1.2%	0.7%	1.0%
Staff encourages resident to take part in activities	0.8%	0.7%	1.0%	0.9%	0.7%	1.3%	0.8%	0.6%	0.8%	0.9%
Enough activities are being offered	0.8%	1.1%	0.7%	0.7%	0.6%	1.4%	0.3%	0.6%	0.7%	0.8%
Variety of stimulating activities	0.6%	0.7%	0.2%	0.7%	0.8%	1.1%	1.1%	0.4%	0.6%	0.5%
Staff encourages/assists resident to maintain social contacts/interact with others	0.3%	0.5%	0.2%	0.3%	0.2%	0.4%	0.3%		0.4%	0.2%
Clergy visits and religious services are adequate	0.2%	0.6%	0.1%	0.1%	0.1%			0.2%	0.2%	0.3%
Amount of physical exercise offered is enough	0.1%	0.2%	0.1%	0.1%	0.1%	0.2%	0.3%	0.1%	0.1%	0.1%
Many outdoor activities	0.1%		0.2%	0.0%					0.1%	0.1%
Activities are individually planned for resident preferences and abilities	0.0%	0.1%	0.1%	0.0%			0.2%			0.1%
other SPECIFIC positive element(s) not addressed above	0.2%	0.2%	0.0%	0.3%	0.2%	1.1%	0.7%	0.1%	0.0%	0.2%
Negative Comments										
Not enough physical exercise offered	2.7%	2.5%	2.4%	2.6%	3.2%	2.0%	2.0%	2.3%	3.3%	2.5%
Not enough activities being offered	2.3%	2.0%	2.7%	2.1%	2.3%	2.0%	1.0%	3.0%	2.6%	2.0%
Not enough outdoor activities	2.0%	1.8%	1.8%	2.2%	2.0%	2.5%	1.1%	2.1%	2.3%	1.7%
Need more of a variety of stimulating activities	1.6%	1.7%	1.4%	1.5%	1.9%	0.9%	1.5%	1.1%	2.0%	1.5%
Staff does not encourage resident to take part in activities	1.0%	0.9%	1.0%	0.9%	1.1%	0.5%	0.8%	0.8%	1.0%	1.1%
Staff does not encourage/assist resident to maintain social contacts/interact with others	0.4%	0.1%	0.3%	0.6%	0.5%	0.5%	0.7%	0.2%	0.4%	0.4%
Activities are geared to higher functioning residents	0.4%	0.6%	0.3%	0.4%	0.2%	0.4%	0.5%	0.2%	0.4%	0.3%
Not enough clergy visits or religious services	0.3%	0.2%	0.4%	0.3%	0.3%	0.7%	0.2%	0.4%	0.2%	0.3%
Overall, dissatisfied with activities	0.3%	0.3%	0.4%	0.2%	0.4%	0.5%	0.2%	0.5%	0.3%	0.2%
Activities are geared to lower functioning residents/Not what resident prefers to do	0.3%	0.4%	0.1%	0.2%	0.3%	0.5%	0.5%		0.3%	0.2%
other SPECIFIC negative element(s) not addressed above	0.6%	0.7%	0.5%	0.7%	0.6%	1.1%	0.3%	0.4%	0.6%	0.8%

*Note: Percentages are based on the total number of residents providing comments. Since respondents could provide comments in a number of categories, the percentages reported will sum to more than 100%.*

**Table B. (continued) Categorized Summary of Verbatim Responses**

		Region				Bed Size Based on Occupied Beds				
	Statewide	Metro	North	South	West	≤60	61-80	81-100	101-140	141+
PERSONAL CARE SERVICES										
Total Positive Responses	18.0%	17.1%	16.6%	21.0%	16.6%	20.1%	23.7%	18.8%	17.2%	17.2%
Total Negative Responses	18.5%	17.5%	19.6%	15.4%	21.8%	8.8%	14.9%	13.2%	21.0%	20.0%
Positive Comments										
Overall great care/Very pleased/Very happy	13.2%	12.7%	12.1%	16.0%	11.2%	16.7%	17.0%	13.4%	12.5%	12.4%
Overall, satisfied with personal care services	2.0%	1.1%	2.1%	2.1%	2.7%	0.9%	3.3%	2.2%	1.9%	2.1%
Staff assures that the resident is clean (clean clothes, hair, nails, teeth)	1.4%	1.5%	1.1%	1.6%	1.5%	0.9%	1.5%	1.4%	1.4%	1.5%
Quality of physician and specialist services (mental health/therapies/restorative care/hospice) meets the resident's needs	0.7%	0.9%	0.6%	0.6%	0.7%	0.5%	0.3%	0.9%	0.8%	0.5%
Staff keeps the resident's planned personal care routine	0.2%	0.4%	0.1%	0.2%	0.1%	0.5%	0.7%	0.1%	0.1%	0.2%
Call bells answered promptly	0.1%	0.1%	0.1%	0.2%		0.2%	0.2%	0.2%	0.1%	0.1%
Dirty clothes are changed as needed	0.1%	0.2%	0.1%	0.0%	0.1%	0.2%		0.1%	0.1%	0.0%
Laundry done by facility - resident gets his/her clothes back	0.1%		0.1%	0.1%	0.0%	0.2%	0.2%	0.2%		0.1%
Resident gets medication at the appropriate time	0.1%	0.1%	0.1%	0.1%	0.0%		0.2%			0.2%
Bed linens are changed as needed	0.1%	0.1%		0.0%	0.1%		0.3%		0.1%	0.0%
other SPECIFIC positive element(s) not addressed above	0.1%		0.1%	0.1%	0.2%		0.2%	0.4%	0.1%	0.1%
Negative Comments										
Staff does not keep the resident clean (clean clothes, hair, nails, teeth)	2.8%	3.1%	3.4%	2.3%	2.7%	1.1%	1.8%	1.9%	3.8%	2.6%
Bathroom needs not met (resident not taken enough, diaper changes)	2.5%	2.7%	2.2%	2.0%	3.3%	0.9%	1.6%	1.9%	3.0%	2.6%
Call bells not answered promptly	2.1%	1.8%	2.4%	1.6%	2.7%	0.5%	1.5%	0.9%	2.4%	2.7%
Staff does not keep the resident's planned personal care routine	2.0%	2.2%	2.0%	1.4%	2.5%	0.5%	1.3%	1.0%	2.6%	2.1%
Resident does not get clothes returned when laundry is done at the facility/wrong clothes returned	2.0%	1.9%	1.8%	1.6%	2.5%	0.9%	1.5%	1.5%	1.8%	2.5%
Not enough supervision of patients	1.1%	1.3%	1.2%	0.9%	1.2%	0.9%	0.8%	0.4%	1.2%	1.4%
Poor medication management	1.1%	1.0%	1.2%	0.8%	1.3%	0.5%	2.0%	1.4%	0.9%	1.1%
Not enough physician and specialist services (mental health/therapies/restorative care/hospice)	0.7%	0.6%	0.7%	0.7%	0.8%	0.5%	0.7%	0.6%	0.6%	0.9%
Overall, dissatisfied with personal care services	0.7%	0.3%	0.8%	0.5%	1.0%	0.2%	0.7%	0.4%	0.8%	0.7%
Overall, not very good care	0.6%	0.7%	0.5%	0.8%	0.5%	0.7%	0.8%	0.5%	0.5%	0.7%
Dirty clothes are not changed as needed	0.6%	0.2%	0.9%	0.6%	0.5%		0.3%	0.4%	0.9%	0.4%
Resident does not get medication at the appropriate time	0.5%	0.4%	0.5%	0.5%	0.7%	1.1%	0.2%	0.7%	0.6%	0.3%
Bed linens are not changed as needed	0.3%	0.3%	0.4%	0.1%	0.5%		0.3%	0.2%	0.5%	0.3%
other SPECIFIC negative element(s) not addressed above	1.4%	1.0%	1.5%	1.5%	1.6%	0.9%	1.5%	1.5%	1.3%	1.6%

*Note: Percentages are based on the total number of residents providing comments. Since respondents could provide comments in a number of categories, the percentages reported will sum to more than 100%.*

**Table B. (continued) Categorized Summary of Verbatim Responses**

		Region				Bed Size Based on Occupied Beds				
	Statewide	Metro	North	South	West	≤60	61-80	81-100	101-140	141+
MEALS										
Total Positive Responses	1.9%	2.2%	1.6%	2.1%	1.9%	3.0%	2.8%	1.9%	1.4%	2.2%
Total Negative Responses	9.7%	9.1%	11.2%	9.2%	9.3%	7.2%	7.0%	7.9%	10.4%	10.5%
Positive Comments										
Overall, satisfied with meals	1.0%	0.9%	0.8%	1.4%	1.0%	1.3%	1.1%	1.2%	0.6%	1.3%
Satisfied with quality of food (attractive, appetizing, nutritious)	0.6%	0.7%	0.6%	0.4%	0.6%	0.7%	1.1%	0.4%	0.4%	0.6%
Variety of menu selections is good	0.1%	0.1%		0.1%	0.1%			0.2%	0.1%	0.1%
Satisfied with food choices	0.1%	0.1%		0.1%	0.1%		0.2%		0.1%	0.1%
Meals meet resident's dietary requirements	0.0%	0.1%		0.1%		0.4%	0.2%			0.0%
Food is hot	0.0%	0.1%	0.0%						0.0%	0.0%
Food is served on time	0.0%	0.1%				0.2%				
Resident can have breakfast when he/she wants it	0.0%		0.0%					0.1%		
Adequate time provided for residents to finish meals	0.0%	0.1%								0.0%
other SPECIFIC positive element(s) not addressed above	0.1%	0.1%	0.1%	0.1%	0.1%	0.5%	0.2%	0.1%	0.1%	0.1%
Negative Comments										
Dissatisfied with quality of food (unattractive, not appetizing, not nutritious)	2.6%	2.4%	3.1%	2.2%	2.5%	1.4%	2.0%	1.9%	2.7%	3.0%
Overall, dissatisfied with meals	1.8%	1.7%	2.4%	1.8%	1.3%	0.5%	0.8%	1.7%	1.9%	2.2%
Variety of menu selections is not good	1.3%	1.5%	1.3%	1.2%	1.3%	2.0%	1.0%	1.0%	1.3%	1.3%
Dissatisfied with food choices	1.1%	1.0%	1.1%	1.2%	1.2%	1.3%	1.5%	0.6%	1.4%	1.0%
Food is not hot	0.6%	0.5%	0.8%	0.5%	0.8%	0.4%	0.7%	0.8%	0.5%	0.7%
Meals do not meet resident's dietary requirements	0.4%	0.5%	0.4%	0.3%	0.4%	0.2%	0.2%	0.4%	0.5%	0.4%
Food is served too late	0.2%	0.2%	0.4%	0.1%	0.3%		0.2%	0.2%	0.3%	0.3%
Meal texture/spiciness difficult for resident to eat	0.2%	0.2%	0.3%	0.2%	0.3%			0.3%	0.3%	0.2%
Portions are too big/ too small	0.2%	0.1%	0.1%	0.3%	0.2%	0.4%	0.3%	0.1%	0.2%	0.2%
Drinks/fluids not available as needed	0.2%	0.3%	0.1%	0.1%	0.2%	0.2%	0.2%	0.1%	0.3%	0.2%
Inadequate time for residents to finish meals	0.1%		0.2%	0.1%	0.1%			0.1%	0.2%	0.1%
Snacks not available	0.1%	0.2%	0.1%		0.1%				0.1%	0.1%
Do not like having kitchens on individual floors	0.0%			0.0%					0.0%	
other SPECIFIC negative element(s) not addressed above	0.8%	0.6%	0.7%	0.9%	0.8%	0.9%	0.3%	0.6%	0.7%	0.9%

*Note: Percentages are based on the total number of residents providing comments. Since respondents could provide comments in a number of categories, the percentages reported will sum to more than 100%.*

**Table B. (continued) Categorized Summary of Verbatim Responses**

	Statewide	Region				Bed Size Based on Occupied Beds				
		Metro	North	South	West	≤60	61-80	81-100	101-140	141+
<b>PHYSICAL ENVIRONMENT</b>										
Total Positive Responses	6.9%	8.3%	5.8%	7.2%	6.5%	8.4%	7.9%	7.4%	6.0%	7.1%
Total Negative Responses	12.4%	12.2%	14.6%	9.9%	13.2%	12.2%	11.6%	12.6%	12.8%	12.0%
<b>Positive Comments</b>										
Facility is clean and well maintained	4.2%	5.5%	3.3%	4.2%	4.1%	4.3%	4.6%	4.3%	3.9%	4.4%
Overall, satisfied with physical environment at nursing home	0.7%	0.7%	0.9%	0.7%	0.4%	0.9%	1.0%	1.0%	0.4%	0.8%
Hallways and public areas are kept odor free	0.6%	0.6%	0.5%	0.7%	0.6%	1.3%	0.7%	0.6%	0.4%	0.6%
Nursing home is attractive	0.5%	0.7%	0.5%	0.5%	0.2%	0.4%	1.0%	0.6%	0.5%	0.3%
Grounds are maintained, safe and accessible for residents	0.3%		0.2%	0.4%	0.4%	0.4%	0.2%	0.2%	0.3%	0.2%
Resident's room is kept clean	0.2%	0.2%	0.0%	0.1%	0.3%	0.4%	0.3%	0.2%	0.1%	0.2%
Happy with amount of space to socialize (outside resident's room)	0.2%	0.2%	0.1%	0.2%	0.1%	0.4%		0.2%	0.1%	0.2%
Resident's room is bright/cheerful	0.1%	0.1%	0.0%	0.1%	0.2%	0.2%	0.2%	0.1%	0.1%	0.1%
Resident gets along well/happy with roommate	0.1%	0.1%	0.0%	0.1%		0.2%			0.1%	0.0%
Happy with amount of space in resident's room	0.0%	0.1%	0.0%	0.0%				0.1%		0.1%
Adequate lighting in resident's room	0.0%				0.0%			0.1%		
other SPECIFIC positive element(s) not addressed above	0.1%	0.2%	0.1%	0.1%	0.2%	0.2%		0.1%	0.1%	0.2%
<b>Negative Comments</b>										
Not enough space in resident's room	2.0%	1.4%	2.3%	1.9%	2.2%	1.6%	2.3%	2.4%	2.1%	1.7%
Hallways and public areas are not kept odor free	1.8%	2.7%	2.0%	1.2%	1.8%	0.9%	0.8%	1.5%	2.0%	2.1%
Nursing home is unattractive/ needs updating	1.6%	1.0%	2.1%	1.9%	1.4%	1.6%	1.5%	2.1%	1.8%	1.3%
Resident's room is not kept clean	1.4%	1.4%	1.9%	0.9%	1.7%	0.4%	1.0%	1.3%	1.7%	1.5%
Not happy with amount of space to socialize (outside resident's room)	1.4%	1.5%	1.7%	1.0%	1.5%	2.3%	2.0%	1.5%	1.5%	1.0%
Facility is not clean or well maintained	0.9%	0.9%	1.6%	0.2%	0.8%	0.9%	0.7%	0.7%	0.8%	1.0%
Resident's room is dreary/depressing	0.6%	0.8%	0.4%	0.5%	0.8%	0.5%		0.4%	0.5%	0.9%
Overall, dissatisfied with physical environment at nursing home	0.3%	0.2%	0.3%	0.2%	0.5%	0.5%	0.7%	0.3%	0.4%	0.2%
Lighting issues/too dark in some areas, resident's room	0.3%	0.4%	0.3%	0.2%	0.4%	0.2%	0.3%	0.2%	0.3%	0.3%
Too hot/Too cold in some areas	0.3%	0.3%	0.2%	0.4%	0.2%	0.4%	0.7%	0.2%	0.3%	0.2%
Not happy with Residents roommate situation	0.2%	0.3%		0.1%	0.3%		0.3%	0.2%	0.2%	0.1%
Grounds are not maintained, safe and accessible for residents	0.1%		0.2%	0.1%	0.1%	0.4%	0.2%	0.2%	0.0%	0.1%
Resident cannot adjust own room temperature	0.0%		0.0%						0.0%	
other SPECIFIC negative element(s) not addressed above	1.4%	1.4%	1.5%	1.4%	1.5%	2.5%	1.3%	1.6%	1.1%	1.6%

*Note: Percentages are based on the total number of residents providing comments. Since respondents could provide comments in a number of categories, the percentages reported will sum to more than 100%.*

**Table B. (continued) Categorized Summary of Verbatim Responses**

	Statewide	Region				Bed Size Based on Occupied Beds				
		Metro	North	South	West	≤60	61-80	81-100	101-140	141+
<b>COMMUNICATION AND NOTIFICATION</b>										
Total Positive Responses	5.5%	4.7%	4.0%	6.5%	6.4%	5.0%	6.7%	5.7%	5.5%	5.2%
Total Negative Responses	5.6%	6.8%	5.7%	4.8%	5.4%	4.1%	5.1%	5.2%	5.6%	6.0%
<b>Positive Comments</b>										
Good communication between staff and myself/family	2.3%	1.9%	1.6%	2.8%	2.5%	2.9%	2.3%	2.4%	2.3%	2.1%
Receive timely notification of changes in resident's condition	1.8%	1.6%	0.9%	2.1%	2.5%	0.9%	2.3%	2.3%	1.8%	1.7%
Overall, satisfied with communication at nursing home	0.7%	0.6%	0.9%	0.7%	0.4%	0.7%	1.1%	0.6%	0.5%	0.7%
Staff willingly shares with myself/family how resident is doing	0.5%	0.3%	0.4%	0.6%	0.6%	0.2%	0.8%	0.2%	0.6%	0.5%
Family notified, encouraged to participate in care plan/family meetings	0.2%	0.1%	0.2%	0.2%	0.3%	0.4%		0.1%	0.3%	0.2%
other SPECIFIC positive element(s) not addressed above	0.1%	0.1%		0.1%	0.0%		0.2%	0.1%	0.0%	0.1%
<b>Negative Comments</b>										
Lack of/strained communication between staff and myself/family	1.7%	1.8%	1.9%	1.4%	1.8%	1.3%	2.6%	1.5%	1.8%	1.7%
Overall, unhappy with communication at nursing home	1.4%	1.5%	1.6%	1.3%	1.2%	1.1%	0.5%	1.5%	1.6%	1.4%
I/my family does not receive timely notification of changes in resident's condition	0.9%	1.2%	0.7%	0.7%	1.2%	0.4%	0.8%	0.9%	0.8%	1.1%
Staff does not willingly share with myself/family how resident is doing	0.4%	0.3%	0.4%	0.3%	0.4%	0.5%		0.6%	0.3%	0.3%
Family not notified, discouraged from attending care plan/family meetings	0.2%	0.3%	0.3%	0.1%	0.1%	0.2%	0.3%	0.2%	0.3%	0.1%
other SPECIFIC negative element(s) not addressed above	1.0%	1.7%	0.7%	0.9%	0.7%	0.7%	0.8%	0.5%	0.8%	1.4%

*Note: Percentages are based on the total number of residents providing comments. Since respondents could provide comments in a number of categories, the percentages reported will sum to more than 100%.*

**Table B. (continued) Categorized Summary of Verbatim Responses**

	Statewide	Region				Bed Size Based on Occupied Beds				
		Metro	North	South	West	≤60	61-80	81-100	101-140	141+
<b>STAFF</b>										
Total Positive Responses	61.1%	61.0%	56.9%	66.2%	59.3%	76.3%	65.8%	66.8%	57.2%	59.6%
Total Negative Responses	30.4%	31.3%	31.3%	26.1%	34.0%	16.7%	24.5%	24.2%	33.2%	33.2%
<b>Positive Comments</b>										
Staff is great, caring, compassionate, wonderful	26.9%	26.4%	24.9%	30.5%	24.8%	34.4%	29.3%	26.7%	26.0%	26.1%
Overall, satisfied with staff at nursing home	8.2%	7.8%	8.4%	7.6%	8.9%	9.3%	6.2%	10.8%	7.3%	8.3%
Staff is kind to and respects resident	6.4%	7.1%	5.3%	6.9%	6.3%	7.5%	7.4%	6.9%	6.1%	6.0%
Staff is friendly/helpful/supportive when I/family visits	5.2%	5.0%	3.9%	6.3%	5.2%	5.9%	6.7%	5.4%	4.9%	5.0%
Staff is very professional (knowledgeable, competent)	4.2%	4.3%	4.4%	4.2%	4.0%	6.3%	5.6%	5.5%	3.5%	3.9%
Nurses are great	3.1%	3.0%	3.8%	2.6%	3.2%	3.4%	2.8%	3.3%	3.0%	3.2%
Staff attends to resident's emotional/mental/physical needs	2.7%	2.5%	2.3%	3.1%	2.8%	4.1%	2.8%	3.5%	2.5%	2.4%
Staff responds well to problems and requests	2.1%	2.3%	1.9%	2.3%	2.0%	2.3%	2.5%	1.5%	2.1%	2.4%
Consistent staffing/really knows my family member, routine	0.9%	1.2%	0.5%	1.0%	0.8%	1.6%	1.1%	1.1%	0.6%	0.8%
Staff gets along and works well together	0.5%	0.3%	0.5%	0.7%	0.5%	0.9%	0.7%	0.8%	0.4%	0.4%
Staff is able to communicate effectively with resident	0.3%	0.3%	0.3%	0.4%	0.3%		0.3%	0.4%	0.3%	0.3%
Satisfied with available assistance to resident while eating	0.1%	0.1%	0.2%	0.1%		0.4%		0.1%	0.1%	0.1%
Enough staff on during all shifts and weekends to provide sufficient help	0.1%	0.1%	0.0%	0.1%	0.0%			0.2%		0.1%
Staff considers cultural and ethnic differences when providing services	0.0%	0.1%	0.0%	0.0%	0.0%			0.2%	0.0%	0.0%
other SPECIFIC positive element(s) not addressed above	0.5%	0.6%	0.3%	0.4%	0.6%	0.2%	0.5%	0.5%	0.4%	0.5%

*Note: Percentages are based on the total number of residents providing comments. Since respondents could provide comments in a number of categories, the percentages reported will sum to more than 100%.*

**Table B. (continued) Categorized Summary of Verbatim Responses**

	Statewide	Region				Bed Size Based on Occupied Beds				
		Metro	North	South	West	≤60	61-80	81-100	101-140	141+
<b>STAFF</b>										
<b>Negative Comments</b>										
Not enough staff on during all shifts and weekends to provide sufficient help	4.9%	4.3%	5.6%	4.5%	5.2%	2.0%	4.1%	4.9%	5.6%	4.8%
Understaffed (general)	4.7%	3.8%	3.7%	5.1%	5.8%	1.4%	3.3%	3.5%	5.1%	5.5%
Issues/concerns with staff responsiveness/initiative/attitude	3.4%	4.5%	3.0%	2.5%	4.0%	2.3%	3.6%	2.4%	3.7%	3.5%
Problems/Complaints with aides/nurse's aides	2.4%	2.5%	3.2%	1.7%	2.4%	0.7%	1.8%	1.2%	2.4%	3.2%
Staff does not respond well to problems or requests	1.8%	1.6%	2.0%	1.4%	2.3%	0.9%	2.0%	1.1%	2.3%	1.7%
Inconsistent staffing/care varies by shift/doesn't know my family member, routine	1.5%	1.5%	1.5%	1.3%	1.6%	0.7%	1.3%	1.5%	1.4%	1.7%
Staff not attentive to resident's emotional/mental/physical needs	1.4%	1.8%	1.8%	1.1%	1.3%	0.9%	0.3%	0.6%	1.7%	1.7%
Doctors need to have more contact with family	1.4%	1.5%	1.4%	1.0%	1.8%	1.3%	0.8%	1.1%	1.5%	1.5%
Some staff need more training/not well trained	1.4%	2.1%	1.5%	0.8%	1.4%	1.4%	1.6%	0.9%	1.5%	1.4%
Staff turnover (general)	1.0%	0.9%	0.9%	0.9%	1.2%	1.1%	1.5%	0.7%	1.0%	1.0%
Not satisfied with available help to resident while eating	1.0%	0.6%	0.9%	1.0%	1.3%	1.1%	0.5%	0.7%	0.9%	1.2%
Staff overworked	0.8%	1.1%	0.6%	0.6%	1.0%	0.4%	0.3%	1.2%	0.7%	0.9%
Staff does not get along/do not work well together/internal communication is poor	0.7%	0.5%	0.8%	0.5%	1.1%	0.2%	0.7%	0.2%	1.2%	0.6%
Overall, dissatisfied with staff at nursing home	0.7%	0.7%	1.0%	0.4%	0.7%	0.9%	0.5%	0.6%	0.7%	0.7%
Staff is unable to communicate effectively with resident	0.5%	0.6%	0.5%	0.5%	0.3%	0.2%	0.2%	0.5%	0.5%	0.6%
Inadequate supervision of staff	0.4%	0.5%	0.6%	0.3%	0.3%			0.5%	0.5%	0.5%
Staff is unkind to and does not respect resident	0.4%	0.5%	0.4%	0.3%	0.5%	0.2%	0.5%	0.2%	0.4%	0.4%
Staff is not friendly when visiting	0.3%	0.4%	0.3%	0.4%	0.3%		0.2%	0.2%	0.4%	0.4%
Staff is underpaid	0.3%	0.1%	0.3%	0.2%	0.4%	0.2%	0.2%	0.6%	0.3%	0.2%
Nursing staff turnover issues	0.2%	0.4%	0.2%	0.1%	0.3%	0.2%	0.3%	0.2%	0.3%	0.1%
Staff needs to provide bibs for residents when eating	0.1%	0.2%	0.1%	0.1%	0.0%			0.2%	0.1%	0.1%
Staff does not consider cultural and ethnic differences when providing services	0.1%	0.1%	0.1%	0.1%	0.0%				0.1%	0.1%
other SPECIFIC negative element(s) not addressed above	1.1%	1.2%	0.9%	1.1%	1.1%	0.7%	1.0%	1.0%	0.8%	1.4%

*Note: Percentages are based on the total number of residents providing comments. Since respondents could provide comments in a number of categories, the percentages reported will sum to more than 100%.*



**Table B. (continued) Categorized Summary of Verbatim Responses**

	Statewide	Region				Bed Size Based on Occupied Beds				
		Metro	North	South	West	≤60	61-80	81-100	101-140	141+
<b>ADMINISTRATION</b>										
Total Positive Responses	5.7%	5.5%	5.2%	7.0%	4.9%	6.5%	7.4%	6.2%	5.1%	5.8%
Total Negative Responses	5.6%	7.0%	4.9%	4.8%	6.3%	5.6%	3.3%	3.8%	6.0%	6.4%
<b>Positive Comments</b>										
Overall, satisfied with management of nursing home	2.4%	2.5%	2.3%	3.1%	1.8%	2.7%	3.4%	3.4%	2.2%	2.1%
Good support provided to families from Social Services and family groups	1.1%	1.3%	0.8%	1.2%	1.1%	1.1%	1.6%	1.0%	1.1%	1.0%
Overall, management responds well to concerns/problems	0.7%	0.9%	0.7%	0.6%	0.7%	1.3%	1.0%	0.3%	0.8%	0.6%
Satisfied with help available for filling out resident's paperwork	0.6%	0.3%	0.9%	0.9%	0.3%	0.4%	0.5%	0.4%	0.5%	0.9%
Unit charge nurse/manager responds quickly to solve concerns	0.4%	0.3%	0.2%	0.6%	0.2%	0.4%	0.5%	0.3%	0.3%	0.5%
Overall, management shows concern for direct care staff	0.2%	0.1%	0.1%	0.1%	0.3%	0.5%		0.2%	0.1%	0.2%
other SPECIFIC positive element(s) not addressed above	0.4%	0.2%	0.2%	0.6%	0.5%	0.2%	0.3%	0.5%	0.3%	0.5%
<b>Negative Comments</b>										
Overall, management lacks responsiveness to concerns/problems	1.7%	1.8%	1.5%	1.3%	2.1%	1.4%	1.1%	1.0%	1.7%	2.0%
Overall, dissatisfied with management of nursing home	0.9%	0.5%	1.1%	0.9%	1.0%	0.7%	0.3%	0.6%	1.2%	0.8%
Unhappy with support provided to families from Social Services and family groups	0.8%	1.2%	0.7%	0.5%	0.8%	1.1%	0.8%	0.6%	0.7%	0.8%
Dissatisfied with help available for filling out resident's paperwork	0.4%	0.6%	0.6%	0.2%	0.3%	0.4%		0.4%	0.4%	0.5%
Unit charge nurse/manager isn't responsive to concerns/problems	0.2%	0.4%	0.0%	0.3%	0.2%	0.2%		0.2%	0.2%	0.3%
Overall, management shows lack of concern for direct care staff	0.2%	0.3%	0.2%	0.1%	0.2%	0.4%	0.2%	0.1%	0.2%	0.2%
other SPECIFIC negative element(s) not addressed above	1.5%	2.1%	0.9%	1.5%	1.8%	1.4%	0.8%	1.0%	1.5%	1.8%

*Note: Percentages are based on the total number of residents providing comments. Since respondents could provide comments in a number of categories, the percentages reported will sum to more than 100%.*

**Table B. (continued) Categorized Summary of Verbatim Responses**

	Statewide	Region				Bed Size Based on Occupied Beds				
		Metro	North	South	West	≤60	61-80	81-100	101-140	141+
<b>OVERALL POSITIVE OR NEGATIVE STATEMENTS ABOUT FACILITY/CARE</b>										
Total Positive Responses	21.7%	20.9%	21.5%	24.8%	18.8%	33.0%	26.4%	25.9%	19.3%	20.0%
Total Negative Responses	1.2%	1.1%	1.4%	1.3%	1.1%	0.7%	0.5%	1.0%	1.1%	1.6%
<b>Positive Comments</b>										
Great nursing home (Overall satisfied with nursing home/recommend)	15.7%	15.0%	15.5%	18.2%	13.4%	23.5%	18.5%	19.5%	13.6%	14.7%
Resident is very happy at the nursing home	4.4%	4.3%	4.1%	5.0%	4.0%	6.5%	5.1%	4.4%	4.1%	4.1%
Resident's health/quality of life has improved since being at nursing home	0.9%	0.7%	1.1%	0.8%	0.9%	1.3%	1.8%	1.1%	0.8%	0.6%
Respondent feels longevity of resident is due to quality of care at nursing home	0.6%	0.8%	0.7%	0.5%	0.5%	1.6%	0.5%	0.6%	0.6%	0.4%
other SPECIFIC positive element(s) not addressed above	0.2%	0.2%	0.2%	0.3%	0.1%	0.2%	0.5%	0.2%	0.2%	0.2%
<b>Negative Comments</b>										
Bad nursing home	0.6%	0.5%	0.8%	0.7%	0.3%	0.2%		0.3%	0.6%	0.9%
Resident's health/quality of life has deteriorated since being at nursing home	0.4%	0.3%	0.3%	0.4%	0.4%	0.2%		0.3%	0.4%	0.5%
Resident is not happy at the nursing home	0.2%	0.2%	0.2%	0.1%	0.3%	0.2%	0.3%	0.2%	0.1%	0.2%
Respondent feels longevity of resident is not due to quality of care at nursing home	0.0%		0.1%	0.0%	0.0%	0.2%	0.2%	0.2%		

*Note: Percentages are based on the total number of residents providing comments. Since respondents could provide comments in a number of categories, the percentages reported will sum to more than 100%.*

**Table B. (continued) Categorized Summary of Verbatim Responses**

	Statewide	Region				Bed Size Based on Occupied Beds				
		Metro	North	South	West	≤60	61-80	81-100	101-140	141+
OTHER ISSUES										
Missing/damaged items (clothes, personal items)	5.0%	4.6%	5.4%	4.8%	5.2%	3.4%	4.3%	4.4%	5.3%	5.4%
English should be language spoken/language barrier	1.2%	1.7%	1.9%	0.6%	0.6%	0.7%	0.8%	1.0%	0.8%	1.7%
Billing issues	1.0%	0.9%	1.2%	0.9%	1.0%	0.4%	0.2%	0.7%	1.0%	1.4%
Cost issues	0.7%	0.6%	0.7%	0.8%	0.6%	0.9%	0.8%	1.0%	0.7%	0.5%
Parking issues	0.6%	0.9%	0.3%	0.4%	0.7%	0.2%	1.0%	0.5%	0.5%	0.6%
Roommate/neighbor/ward issues	0.5%	0.6%	0.7%	0.4%	0.5%	0.2%	0.3%	0.4%	0.5%	0.8%
Family meetings suggested	0.3%	0.4%	0.3%	0.1%	0.5%	0.2%	0.7%	0.4%	0.3%	0.2%
Fear/hesitant to comment or complain (respondent/responsible party)	0.3%	0.3%	0.4%	0.1%	0.3%	0.2%	0.2%	0.2%	0.3%	0.3%
Special training to handle dementia care suggested	0.2%	0.2%	0.3%	0.1%	0.2%			0.2%	0.2%	0.2%
Fear/hesitant to comment or complain (resident)	0.1%		0.2%	0.1%		0.4%	0.2%		0.1%	0.0%
Family meetings need to be offered at more flexible times (weekends, early morning or early evenings)	0.0%	0.1%		0.0%	0.1%				0.1%	0.1%
Specific comments about the survey	0.4%	0.3%	0.4%	0.3%	0.6%	0.7%	0.3%	0.2%	0.4%	0.5%
Other	1.7%	2.2%	1.5%	1.5%	1.6%	2.2%	1.8%	1.7%	1.3%	1.9%

*Note: Percentages are based on the total number of residents providing comments. Since respondents could provide comments in a number of categories, the percentages reported will sum to more than 100%.*